UK

USE AND MAINTENANCE MANUAL

GARDENIA-MARGHERITA-DALIA_Mod. Air
PRIMULA-ORCHIDEA _Mod. Air_Mod. Multiair

red

Via La Croce 8, I - 33074 Vigonovo di Fontanafredda (PN) Italy.

CE 09

EN 14785 - 2006

Art. 15a B-VG - VKF AEAI

Regensburger und Münchener BStV erfüllt.

GARDENIA / MARGHERITA

Potencia nominal: **Potência nominal:** **Nominal heat output:** **Brændværdi:**	Max Min	8,0 kW 2,4 kW
Emisión CO (al 13% de O2): **Emissão CO (13% de O2):** **CO emission (at 13% O2)** **CO emission (ved 13% O2):**	P max P min	0,014% 0,025%
Eficiencia: **Eficiencia:** **Efficiency:** **Virkningsgrad:**	P max P min	91,7% 94,1%
Temperadura humos: **Tempretura dos fumos:** **Flue gas temperature:** **Røggastemperatur:**	170 °C	
Partículas dispersadas **Partículas** **Dust** **Støv**	22 mg/Nm3 (13% O2) 13 mg/MJ	
Asorbimiento electrico max: **Potência electrica absorbida:** **Max. electrical power supply:** **Max. elektrisk effekt:**	420 W (Med. 80 W)	
Tensión de funcionamiento: **Tensão electrica funcionamento:** **Rated voltage:** **Netspænding:**	230 V - 50 Hz.	
Distancias de seguridad (retro): **Distancia de segurança (trasiera):** **Safety clarence distance (back):** **Sikkerhedsafstand (bag):**	50 mm	
Distancias de seguridad (laterales): **Distancia de segurança (lateral):** **Safety clarence distance (side):** **Sikkerhedsafstand (side):**	100 mm	

Producto conforme a la instalación de tubos múltiples. Produto conforme para instalação em condutas multiplas. Appliance suitable for installation in a shared flue. Apparatet kan bruges i en røggassamleledning.

Utilizar sólo con combustibles adaptados. Utilizar somente combustivel adaquado. Use only recommended fuels. Anvend kun anbefalede brændsler.

Leer y seguir las instrucciones! Leia atentamente e siga as instruções! Leggere e seguire le istruzioni! Read and follow the operating instructions! Følg fabrikantens brugervejledning!

COD: 8900918500

red

Via La Croce 8, I - 33074 Vigonovo di Fontanafredda (PN) Italy.

CE 09

EN 14785 - 2006

Art. 15a B-VG - VKF AEAI

Regensburger und Münchener BStV erfüllt.

PRIMULA / ORCHIDEA

Potencia nominal: **Potência nominal:** **Nominal heat output:** **Brændværdi:**	Max Min	9,5 kW 2,4 kW
Emisión CO (al 13% de O2): **Emissão CO (13% de O2):** **CO emission (at 13% O2)** **CO emission (ved 13% O2):**	P max P min	0,014% 0,025%
Eficiencia: **Eficiencia:** **Efficiency:** **Virkningsgrad:**	P max P min	91,7% 94,1%
Temperadura humos: **Tempretura dos fumos:** **Flue gas temperature:** **Røggastemperatur:**	180 °C	
Partículas dispersadas **Partículas** **Dust** **Støv**	22 mg/Nm3 (13% O2) 13 mg/MJ	
Asorbimiento electrico max: **Potência electrica absorbida:** **Max. electrical power supply:** **Max. elektrisk effekt:**	420 W (Med. 80 W)	
Tensión de funcionamiento: **Tensão electrica funcionamento:** **Rated voltage:** **Netspænding:**	230 V - 50 Hz.	
Distancias de seguridad (retro): **Distancia de segurança (trasiera):** **Safety clarence distance (back):** **Sikkerhedsafstand (bag):**	50 mm	
Distancias de seguridad (laterales): **Distancia de segurança (lateral):** **Safety clarence distance (side):** **Sikkerhedsafstand (side):**	100 mm	

Producto conforme a la instalación de tubos múltiples. Produto conforme para instalação em condutas multiplas. Appliance suitable for installation in a shared flue. Apparatet kan bruges i en røggassamleledning.

Utilizar sólo con combustibles adaptados. Utilizar somente combustivel adaquado. Use only recommended fuels. Anvend kun anbefalede brændsler.

Leer y seguir las instrucciones! Leia atentamente e siga as instruções! Leggere e seguire le istruzioni! Read and follow the operating instructions! Følg fabrikantens brugervejledning!

COD: 8900919100

Via La Croce 8, I - 33074 Vigonovo di Fontanafredda (PN) Italy.

CE 10

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Art. 15a B-VG - VKF AEAI

Regensburger und Münchener BStV erfüllt.

PRIMULA MULTIAIR - ORCHIDEA MULTIAIR

Potencia nominal: **Potência nominal:** **Nominal heat output:** **Brændværdi:**	Max Min	11 kW 2,4 kW
Emisión CO (al 13% de O2): **Emissão CO (13% de O2):** **CO emission (at 13% O2)** **CO emission (ved 13% O2):**	P max P min	0,013% 0,025%
Eficiencia: **Eficiencia:** **Efficiency:** **Virkningsgrad:**	P max P min	90,2% 94,1%
Temperadura humos: **Tempretura dos fumos:** **Flue gas temperature:** **Røggastemperatur:**	190 °C	
Partículas dispersadas **Partículas** **Dust** **Støv**	20 mg/Nm3 (13% O2) 11 mg/MJ	
Asorbimiento electrico max: **Potência electrica absorbida:** **Max. electrical power supply:** **Max. elektrisk effekt:**	420 W (Med. 100 W)	
Tensión de funcionamiento: **Tensão electrica funcionamento:** **Rated voltage:** **Netspænding:**	230 V - 50 Hz.	
Distancias de seguridad (retro): **Distancia de segurança (trasiera):** **Safety clarence distance (back):** **Sikkerhedsafstand (bag):**	50 mm	
Distancias de seguridad (laterales): **Distancia de segurança (lateral):** **Safety clarence distance (side):** **Sikkerhedsafstand (side):**	50 mm	

Producto conforme a la instalación de tubos múltiples. Produto conforme para instalação em condutas multiplas. Appliance suitable for installation in a shared flue. Apparatet kan bruges i en røggassamleledning.

Utilizar sólo con combustibles adaptados. Utilizar somente combustivel adaquado. Use only recommended fuels. Anvend kun anbefalede brændsler.

Leer y seguir las instrucciones! Leia atentamente e siga as instruções! Leggere e seguire le istruzioni! Read and follow the operating instructions! Følg fabrikantens brugervejledning!

COD:

Via La Croce 8, I - 33074 Vigonovo di Fontanafredda (PN) Italy.

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Art. 15a B-VG - VKF AEAI

Regensburger und Münchener BStV erfüllt.

DALIA

Potencia nominal: **Potência nominal:** **Nominal heat output:** **Brændværdi:**	Max Min	6,0 kW 2,1 kW
Emisión CO (al 13% de O2): **Emissão CO (13% de O2):** **CO emission (at 13% O2)** **CO emission (ved 13% O2):**	P max P min	0,013% 0,059%
Eficiencia: **Eficiencia:** **Efficiency:** **Virkningsgrad:**	P max P min	92,8% 94,0%
Temperadura humos: **Tempretura dos fumos:** **Flue gas temperature:** **Røggastemperatur:**	160 °C	
Partículas dispersadas **Partículas** **Dust** **Støv**	14 mg/Nm3 (13% O2) 7 mg/MJ	
Asorbimiento electrico max: **Potência electrica absorbida:** **Max. electrical power supply:** **Max. elektrisk effekt:**	320 W (Med. 80 W)	
Tensión de funcionamiento: **Tensão electrica funcionamento:** **Rated voltage:** **Netspænding:**	230 V - 50 Hz.	
Distancias de seguridad (retro): **Distancia de segurança (trasiera):** **Safety clarence distance (back):** **Sikkerhedsafstand (bag):**	50 mm	
Distancias de seguridad (laterales): **Distancia de segurança (lateral):** **Safety clarence distance (side):** **Sikkerhedsafstand (side):**	50 mm	

Producto conforme a la instalación de tubos múltiples. Produto conforme para instalação em condutas multiplas. Appliance suitable for installation in a shared flue. Apparatet kan bruges i en røggassamleledning.

Utilizar sólo con combustibles adaptados. Utilizar somente combustivel adaquado. Use only recommended fuels. Anvend kun anbefalede brændsler.

Leer y seguir las instrucciones! Leia atentamente e siga as instruções! Leggere e seguire le istruzioni! Read and follow the operating instructions! Følg fabrikantens brugervejledning!

COD: 8901007600

INTRODUCTION 6

1. WARNINGS AND GUARANTEE CONDITIONS 7

1.1. SAFETY INSTRUCTIONS 7
1.2. OPERATING WARNINGS 8
1.3. GUARANTEE CONDITIONS 9
1.3.1. Limitations 9
1.3.2. Exclusions 9

2. THEORETICAL NOTIONS FOR INSTALLATION 11

2.1. Pellets 11
2.2. PRECAUTIONS FOR INSTALLATION 12
2.3. OPERATING AREA 13
2.4. CONNECTION TO THE EXTERNAL AIR INTAKE 13
2.5. CONNECTION OF SMOKE DISCHARGE PIPE 14
2.6. CONNECTION TO THE FLUE PIPE 15
2.7. CONNECTION TO AN EXTERNAL FLUE WITH INSULATED OR DOUBLE-WALL PIPE 15
2.8. CONNECTION TO THE FLUE PIPE 15
2.9. OPERATING PROBLEMS CAUSED BY DRAUGHT DEFECTS IN THE FLUE 16

3. INSTALLATION AND ASSEMBLY 17

3.1. DRAWINGS AND TECHNICAL CHARACTERISTICS 17
3.1.1. GARDENIA/MARGHERITA Air 17
3.1.2. PRIMULA/ORCHIDEA Air 17
3.1.3. PRIMULA/ORCHIDEA Multiair 18
3.1.4. DALIA 18
3.1.5. Technical characteristics 19
3.2. PREPARATION AND UNPACK ING 21
3.3. LATERAL CLADDING ASSEMBLY 23
3.4. HOT AIR DUCT CONNECTIONS FOR PRIMULA/ORCHIDEA MULTIAIR model 27

4. OPERATION 28

4.1. PRE-LIGHTING WARNINGS 28
4.2. DISPLAY PANEL AND COMMANDS 29
4.2.1. Control panel logic 29
4.3. MAKING THE ELECTRICAL CONNECTIONS 31
4.4. STOVE POWER SUPPLY 31
4.5. PRE-LIGHTING CHECK 31
4.6. FIRST LIGHTING 31
4.6.1. Ignition/shutdown using the control panel (Key D) 31
4.7. OPERATING MODE 32
4.7.1. Setting room temperature (Knob B) 32
4.7.2. Setting the flame power (Knob C) 32
4.7.3. Setting the hot air fan speed (Knob A) 32
4.7.4. Note on first ignition 32
4.8. SHUTDOWN MODE (Key D) 33
4.9. LOADING THE PELLETS 33
4.10. CHOOSING THE TYPE OF PELLET LOAD (Key E) 33
4.11. VIEWING THE FLAME 34
4.11.1. The shape 34
4.11.2. The colour 34
4.11.3. Character 34
4.12. Connection to a room thermostat 35
4.13. Connection to the time programmer RED (optional-accessory RED) 36
4.14. SAFETY DEVICES 37
4.15. LED 1 SIGNALS DURING OPERATION 38
4.16. ALARM SIGNALLING 38

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4.17. Shutdown mode due to alarm....39
4.18. Exiting alarm condition....39

5. MAINTENANCE AND CLEANING 40

5.1. DAILY AND WEEKLY CLEANING BY THE USER....40
5.1.1. Before each lighting....40
5.1.2. Check every 2/3 days 40
5.1.3. Cleaning the glass 40
5.2. PERIODIC CLEANING BY A SPECIALISED TECHNICIAN 41
5.2.1. Cleaning of the heat exchanger 41
5.2.2. Shutting the stove down (end of season) 43
5.2.3. Check of internal components 43

6. PROBLEMS / CAUSES / SOLUTIONS 44

7. ELECTRICAL DIAGRAMS....47

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INTRODUCTION

Dear Customer,

We wish to thank you for choosing one of our products, specifically a stove from the Pellet line.

In order to get the best performance from your stove and to enjoy to the full the warmth and the sense of well-being which the flame will diffuse through the home, we recommend that you read this booklet carefully before lighting the s

tove for the first time.

While thanking you again, may we remind you that the stove **MUST NOT** be used by children, and that they must always be kept at a safe distance from it!

Revisions to the publication

In order to improve the product, to keep this publication up to date the manufacturer reserves the right to make modifications without any advance notice. Any reproduction, even in part, of this manual without the consent of the manufacturer is prohibited.

Care of the manual and how to consult it

- Take good care of this manual and keep it in a place which can easily and quickly be reached.
- If this manual should be lost or destroyed, or if it is in poor condition, ask for a copy from your retailer or directly from the manufacturer, providing product identification data.
- Information which is essential or that requires special attention is shown in **bold text.**
- *Italic text* is used to call your attention to other paragraphs in the manual or for any additional clarifications.

SYMBOLS USED IN THE MANUAL

	ATTENTION This warning sign indicates that the message to which it refers should be carefully read and understood, because failure to comply with what these notices say can cause serious damage to the stove and put the user's safety at risk.
	INFORMATION This symbol is used to highlight information which is important for proper stove operation. Failure to comply with these provisions will compromise use of the stove and its operation will not be satisfactory.
	OPERATING SEQUENCES: Indicates a sequence of buttons to be pushed to access menus or to make adjustments.
	MANUAL Indicates that you should carefully read this manual or the related instructions.

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1. WARNINGS AND GUARANTEE CONDITIONS

1.1. SAFETY INSTRUCTIONS

- **Installation of the stove, making the electrical connections, checking its operation, and maintenance are all tasks which should be carried out by qualified and authorised personnel.**
- **Install the stove in accordance with the regulations in force in your local area, region and country.**
- **This apparatus cannot be used by people (including children with limited physical, sensorial or mental abilities or with little experience and know-how unless they have been viewed or instructed on the use of the apparatus by the person responsible for its safety.**
- For the correct use of the stove and of the electronic apparatus connected to it, and to prevent accidents, the instructions given in this booklet must always be followed.
- Use, adjustment and programming must be carried out by adults. Errors or incorrect settings may cause hazardous conditions and/or poor operation.
- Before beginning any operation, the user, or whoever is preparing to operate on the stove, must have read and understood the entire contents of this instruction booklet.
- The stove is to be used only for its intended purpose. Any other use is to be considered improper and therefore hazardous.
- Do not use the stove for standing on or as any kind of support.
- Do not put clothes to dry on the stove Any clothes hangers and suchlike must be kept a suitable distance from the stove. **Danger of fire.**
- The user is fully liable for improper use of the product, thus releasing the company from all civil or penal liabilities.
- Any tampering or replacement that is unauthorised or not using original spare parts for the stove could be hazardous to the user and releases the company from any civil or penal liability.
- Most of the surfaces of the stove are extremely hot (the door, the handle, the glass, smoke discharge pipes etc.). Avoid coming into contact with these parts, therefore, without adequate protective clothing or suitable implements, such as gloves with thermal protection or implements which keep the hands cool.
- **Under no circumstances should the stove be run with the door open or the glass broken.**
- Do not touch the stove with wet hands, in view of the fact that it is an electrical appliance. Always disconnect the supply cable before doing anything to the unit.

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- Before carrying out any cleaning or maintenance operation, make sure in advance that the stove is disconnected from the mains electricity supply, by turning off the main switch located on the back of the stove, or by unplugging the supply cable.
- The stove must be electrically connected to a system equipped with an effective earth conductor.
- The system must be of adequate rated capacity for the stated electrical power of the stove.
- Incorrect installation or poor maintenance (not compliant with the provisions set out in this manual) may cause damage to persons, animals or objects. The company is not civilly or criminally liable in these cases.

1.2. OPERATING WARNINGS

- Shut the stove down in the event of a breakdown or bad running.
- Pellets must not be fed manually into the burner.
- Accumulated unburnt pellets in the burner after each "failed ignition" must be removed before igniting it again.
- Do not wash the inside of the stove with water.
- Do not wash the stove with water. The water could get inside the unit and damage the electrical insulation and cause electric shocks.
- Do not expose your own body to hot air for extended periods. Do not overheat the room you are in and where the stove is installed. This could cause injuries and health problems.
- Do not expose plants or animals to a direct hot air flow. There could be harmful effects on them.
- Do not put any fuels in the hopper but wood pellets.
- Install the stove in a location with adequate means of fire-prevention and equipped with all services such as power supply (air and electricity) and fume discharge.
- If there is a fire in the flue pipe, extinguish the stove, disconnect it from the power supply and never open the door. Then contact the competent authorities.
- If the stove and the ceramic cladding are in storage, it should be in a place that is free of damp, and they should not be exposed to extremes of temperature.
- It is inadvisable to base the stove directly on the floor, and if the floor is made of flammable material, it must be suitably insulated.
- Do not light the stove with flammable materials if the ignition system breaks down.

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INFORMATION

- For any problems, please contact your dealer or company qualified and authorised personnel and always request original spare parts for repairs.
- Only use the fuel recommended by the company (for ITALY only 6mm diameter pellets whereas for the other European countries, pellets with a diameter of 6-8 mm) and only supplied by the automatic feed system.
- Periodically check and clean the smoke outlet ducts (connection to the flue pipe).
- The pellet stove is not a cooking appliance.
- Always keep the cover of the fuel hopper closed.
- Keep this instruction manual carefully because it must stay with the stove throughout its working life. If the stove is sold or transferred to another user, always make sure that the booklet goes with the product.
- If lost, please request a copy from your dealer or from the company.

1.3. GUARANTEE CONDITIONS

The company guarantees the stove, **excluding the components which are subject to normal**, for a period of two years from the date of purchase, as proved by a supporting document which gives the name of the vendor and the date on which the sale took place. The guarantee is conditional on the guarantee certificate being filled in and returned within 8 days, and requires that the product be installed and tested by a specialised installer, according to the detailed instructions given in the instruction booklet supplied with the product.

The term 'guarantee' is to be understood to denote the free-of-charge replacement or repair of **parts recognised to have been defective at the start by reason of manufacturing defects.**

1.3.1. Limitations

The above guarantee does not cover components relating to electrical and electronic parts, or fans, on which the guarantee period is 1 year from the purchase of the product, documented as specified above. The guarantee does not cover parts subject to normal wear such as gaskets, glass, and any parts with can be removed from the firebox.

The replacement parts will be guaranteed for the remainder of the guarantee period starting from the date of purchase of the product.

1.3.2. Exclusions

Variations in colour in the painted or ceramic parts, and crackling of the glaze on the ceramics, do not constitute grounds for a claim under the guarantee, as they are natural characteristics of the material and of the use of the product.

The guarantee will not cover all parts which are found to be faulty due to negligence or careless use, incorrect maintenance, installation not conform with that specified by the company (see relative chapters in this manual for use).

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The company is not liable for any damages caused directly or indirectly, to persons, animals or objects consequent to the non-observance of all the instructions given in this manual, especially the cautions relating to installation, use and maintenance.

If the product does not perform correctly, contact your local retailer and/or importer.

Damage caused by transport and/or handling is excluded from the guarantee.

For installation and use of the product, reference must be made exclusively to the booklet supplied.

The guarantee will be invalidated in the event of damage caused by tampering with the appliance, atmospheric agents, natural disasters, electrical discharges, fire, defects in the electrical system, and caused by lack of, or incorrect, maintenance in terms of the manufacturer's instructions.

CLAIMS UNDER THE GUARANTEE

the request for action under the guarantee must be addressed to the retailer, who will forward the claim technical assistance service.

The company is not liable in the event that the product and any other accessory is improperly used or modified without authorisation.

Only original spare parts must be used for all replacements.

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2. Theoretical notions for installation

2.1. Pellets

Wood pellets are manufactured by hot-extruding compressed sawdust which is produced during the working of natural dried wood. The compactness of the material comes from the lignin which is contained in the wood itself, and allows the production of pellets without the use of glues or binders.

Fuel pellets

The market offers different types of pellet with characteristics which vary depending on what mixture of woods is used. The diameter varies between 6 mm and 8 mm, with a standard length in the range 5 mm to 30 mm. Good quality pellets have a density which varies between 600 kg/m3 and 750 kg/m3, with a moisture content which varies from 5% to 8% by weight.

Besides being an ecological fuel (exploiting timber residues to the maximum and achieving cleaner combustion than is possible with fossil fuels), pellets also have technical advantages. While good-quality timber has a calorific power of 4.4 kW/kg (with 15% moisture, therefore after about 18 months' seasoning), the equivalent figure for pellets is 4.9 kW/kg.

To ensure good combustion, the pellets must be stored in an area that is free of humidity and protected from dirt. The pellets are usually supplied in 15 kg. sacks, so storing them is very convenient.

Good quality pellets ensure good combustion, thus lowering the emission of harmful agents into the atmosphere.

15 Kg sack of fuel

The poorer the quality of the fuel, the more frequently will intervention be necessary for cleaning the internal parts, such as the grate and the combustion chamber.

The main certifications of quality for pellets in the European market are **DINplus** and **Ö-Norm M7135**; these ensure respect of:

- ✓ Calorific power: 4.9 kWh/kg
- ✓ Water content: max 10% of weight
- ✓ Percentage of ashes: max 0,5% of weight
- ✓ Diameter: 5 – 6mm
- ✓ Length: max 30mm
- ✓ Contents: 100% untreated wood, with no added bonding substances (bark percentage 5% max)
- ✓ Packaging: in sacks made from ecologically compatible or biologically decomposing material

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The company strongly recommends the use of certified fuel for its stoves (DINplus and Ö-Norm M7135).

The use of fuel of inferior quality or not conforming to the specification given above compromises the running of your stove and can therefore lead to the termination of the guarantee and of the manufacturer's responsibility for the product.

Pellet stoves only work with pellets having a diameter of 6-8 mm with a length ranging from 5mm to max 30 mm.

2.2. PRECAUTIONS FOR INSTALLATION

IMPORTANT!

Installation and assembly of the stove must be carried out by qualified personnel.

The stove must be installed in a suitable position to allow the normal operations of opening and ordinary maintenance.

The site must be:

- capable of providing the environmental conditions for operation
- equipped with power supply 230V 50 Hz
- capable of taking an adequate system for smoke discharge
- provided with external ventilation
- provided with an earth connection complying with CEI 64-8

The stove must be connected to a flue pipe or an internal or external vertical duct conforming to current standards UNI 7129 - 7131 9615.

The stove must be positioned in such a way that the electrical plug is accessible.

IMPORTANT!

The stove must be connected to a flue pipe or a vertical duct which can discharge the fumes at the highest point of the building.

The fumes are however derived from the combustion of wood products, and if they come into contact with or close to walls, they can make dirty marks.

Also take care because the fumes are very hot but almost invisible, and can cause burns on contact.

The holes for the passage of the smoke pipe and for the intake of air from outside should be made before positioning the stove unit.

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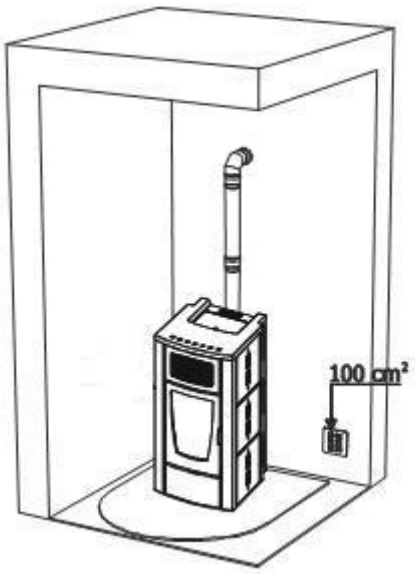
2.3. OPERATING AREA

For proper functioning and a good temperature distribution, the stove should be positioned in a location where it is able to take in the air necessary for combustion of the pellets (about 40 m^3/h must be available), as laid down in the standard governing the installation and in accordance with local national standards.
The volume of the room must not be less than 30 m^3.
The air must come in through permanent openings made in walls (in proximity to the stove) which give onto the outside, with a minimum cross-section area of 100 cm^2. These openings must be made in such a way that it is not possible for them to be obstructed in any way.
Alternatively, the air can be taken from rooms adjacent to the one which needs ventilating, as long as they are provided with an air intake from the outside, and are not used as bedrooms or bathrooms, and provided there is no fire risk such as there is for example in garages, woodsheds, and storerooms, with particular reference to what is laid down in current standards.

It is not permissible to install the stove in bedrooms, bathrooms, or in a room where another heating appliance is installed (fireplace, stove etc.) which does not have its own independent air intake.

Locating the stove in a room with an explosive atmosphere is prohibited.
The floor of the room where the stove is to be installed must be strong enough to take its weight.

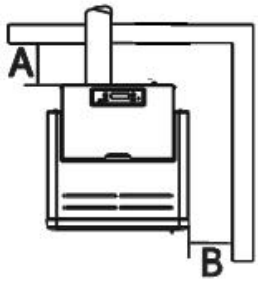


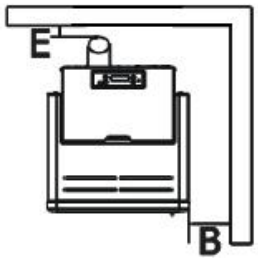
Example of pellet stove installation

In the case of flammable walls, keep a minimum distance to the rear **(A)** of 5 cm, to the side **(B)** 5 cm, a minimum distance from the tube to the wall **(E)** of 5 cm and to the front 150 cm.

If the room contains objects which are believed to be particularly delicate, such as drapes, sofas and other furniture, their distance from the stove should be considerably increased.

If the flooring is made of wood, provide a floor protection surface in compliance with current national standards.



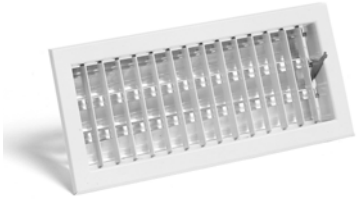


Example of pellet stove installation

2.4. CONNECTION TO THE EXTERNAL AIR INTAKE

It is essential that at least as much air must be able to flow into the room where the stove is installed as is required for proper combustion in the appliance and for the ventilation of the room. This can be effected by means of permanent openings in the walls of the room to be ventilated, which give onto the outside, or by single or collective ventilation ducts.
For this purpose, on the external wall near the stove, a hole must be made with a minimum free cross-section of 100 cm^2. (equivalent to a round hole of 12 cm diameter or a square hole 10x10 cm), protected by a grille on the inside and the outside.
The air intake must also:

- communicate directly with the room where the stove is installed
- be protected by a grille, metal mesh or suitable guard, as long as this does not reduce the area below the minimum.
- be positioned in such a way as to be impossible to obstruct



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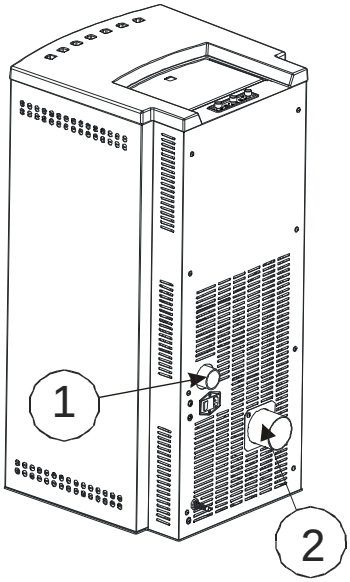
It is not compulsory to connect the air intake directly with the stove (so that it draws air directly from outside), but it is essential at all events to ensure an airflow of 50 cubic metres per hour by the use of a hole of the dimensions given.

See standard UNI 10683.



Rear view of a pellet stove (example)

1) Combustion air intake
2) Smoke outlet

2.5. CONNECTION OF SMOKE DISCHARGE PIPE

When making the hole for the passage of the smoke discharge pipe, it is necessary to take into account the possible presence of flammable materials. If the hole will be going through a wall made of wood or any other material which is sensitive to heat, the **INSTALLER MUST** first of all use the special wall union (diam.13cm 13cm minimum) and properly insulate the pipe of the stove that passes through it, using adequate insulation materials (thickness 1.35cm with minimum thermal conductivity of 0.07 W/m°K).

The same is true if the stove pipe must run through vertical or horizontal stretches passing in proximity (min.20cm) to the heat-sensitive wall

As an alternative we recommend the use of insulated pipe, which can also be used on the outside to avoid condensation.

The combustion chamber works in low pressure. The smoke duct for the discharge of fumes will also be under low pressure when connected to an efficient flue pipe as directed.

Pipes and unions with suitable gaskets must always be used, to guarantee a hermetic seal.

All sections of the smoke duct must be inspectable and removable to enable periodic internal cleaning. Tee connectors with inspection caps should be used.

Position the stove bearing in mind all the instructions and considerations above.

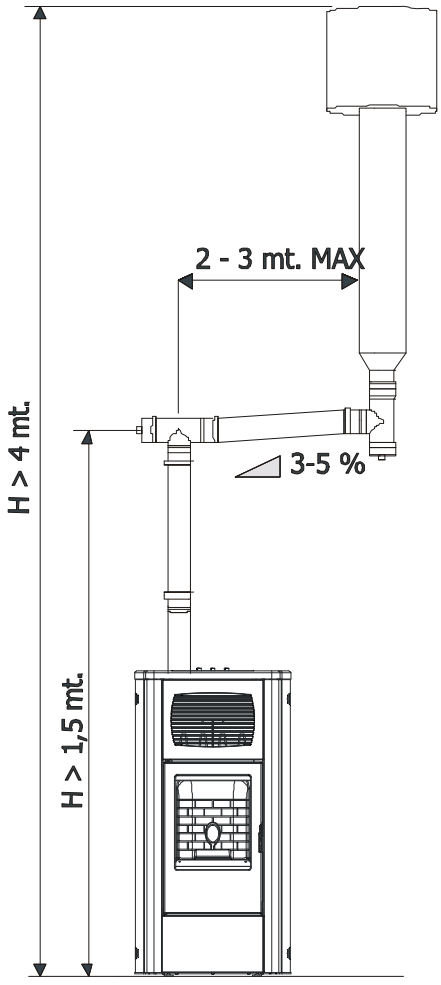
IMPORTANT!

All 90 degree changes of direction in the flue pipe must be fitted with suitable tee connectors to allow the possibility of inspection. (see accessories for pellet stove)

It is absolutely prohibited to fit a grille on the end of the discharge pipe, because it could lead to poor running of the stove.

<u>FOR CONNECTION TO THE FLUE PIPE, NOT MORE THAN 2-3 METRES OF HORIZONTAL PIPE MUST BE USED AND NOT MORE THAN THREE 90° CURVES MUST BE USED</u>

<u>IT IS ALSO ADVISABLE NOT TO EXCEED 6 METRES IN LENGTH WITH THE PIPE Ø 80 mm</u>



Example of pellet stove installation

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2.6. CONNECTION TO THE FLUE PIPE

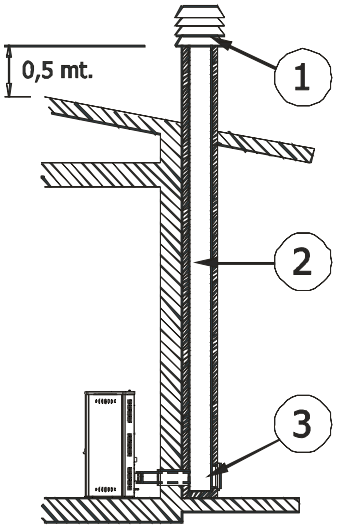
The flue pipe must have internal dimensions not larger than 20 x 20 cm, or diameter 20 cm. In the event of larger dimensions, or of the flue pipe being in poor condition (for example cracks, poor insulation, etc.), it is advisable to fit a stainless steel pipe of suitable diameter inside the flue pipe throughout its length, right up to the top.

Check with suitable instruments that there is a minimum draught of 10 Pa.

At the bottom of the flue pipe, provide an inspection cap to allow periodic checking and cleaning, **which must be done annually.**

Make a gas-tight connection to the flue pipe, using pipes and connectors as recommended by us.

You must ensure that a windproof cowl should be fitted which complies with the standards in force.



1) Windproof cowl
2) Flue pipe
3) Inspection

This type of connection ensures the evacuation of the fumes even in the event of a temporary power cut.

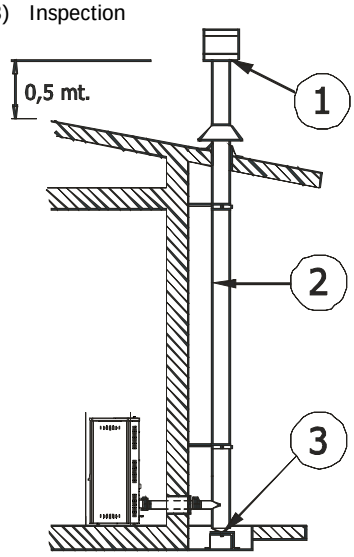
2.7. CONNECTION TO AN EXTERNAL FLUE WITH INSULATED OR DOUBLE-WALL PIPE

The external fluepipe must have internal dimensions of minimum 10x10 cm or 10 cm diameter, and maximum 20x20 cm or 20 cm diameter.

Check with suitable instruments that there is a minimum draught of 10 Pa.

The only type of pipe which is permissible is insulated (double-walled) stainless steel, smooth on the inside, fixed to the wall. Flexible stainless steel pipe must not be used. At the bottom of the flue pipe, provide an inspection cap to allow periodic checking and cleaning, **which must be done annually.** Make a gas-tight connection to the flue pipe, using pipes and connectors as recommended by us.

You must ensure that a windproof cowl should be fitted which complies with the standards in force.



1) Windproof cowl
2) Flue pipe
3) Inspection

This type of connection ensures the evacuation of the fumes even in the event of a temporary power cut.

2.8. CONNECTION TO THE FLUE PIPE

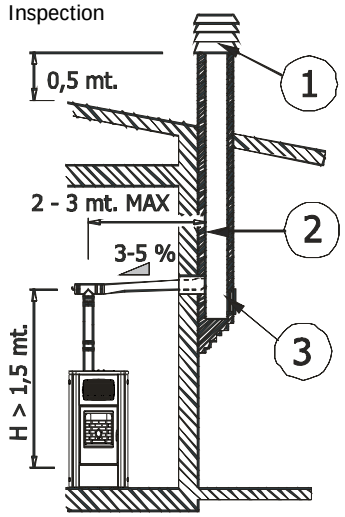
For proper functioning, the connecting pipe between the stove and the chimney or flue duct must have a slope of not less than 3% in the horizontal stretches, the length of which **must not exceed 2/3 metres**, and the vertical distance between one tee connector and another (change of direction) must not be less than 1.5m.

Check with suitable instruments that there is a minimum draught of 10 Pa.

At the bottom of the flue pipe, provide an inspection cap to allow periodic checking and cleaning, **which must be done annually.**

Make a gas-tight connection to the flue pipe, using pipes and connectors as recommended by us.

You must ensure that a windproof cowl should be fitted which complies with the standards in force.



1) Windproof cowl
2) Flue pipe
3) Inspection

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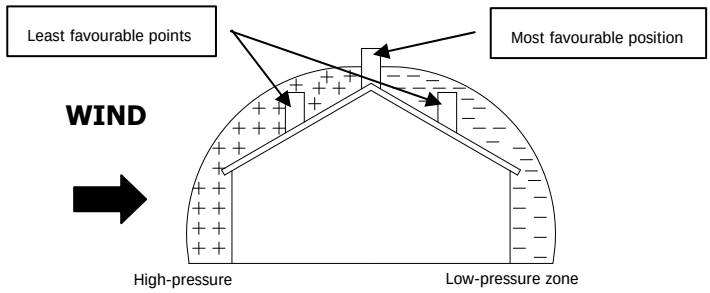
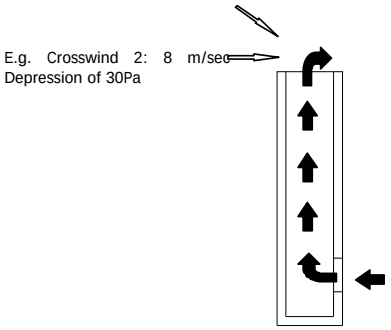
This type of connection ensures the evacuation of the fumes even in the event of a temporary power cut.

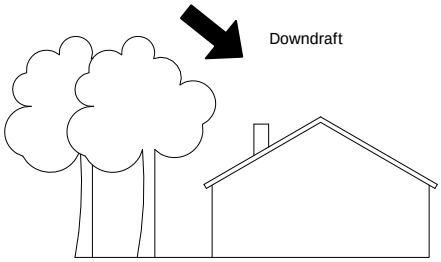
2.9. OPERATING PROBLEMS CAUSED BY DRAUGHT DEFECTS IN THE FLUE

Of all the weather and geographical conditions which affect the operation of a flue pipe (rain, fog, snow, altitude a.s.l., exposure to sunlight, direction of facing), the **wind** is unquestionably the most decisive. In fact, along with thermal depression caused by the difference in temperature inside and outside of the chimney, there is another type of depression or over-pressure: dynamic pressure caused by the wind. An updraft always increases depression and hence draught. A crosswind increases depression provided the cowl has been installed properly. A downdraft always decreases depression, at times inverting it.



E.g. Downdraft at 45° of 8m/sec. Overpressure of 17 Pa

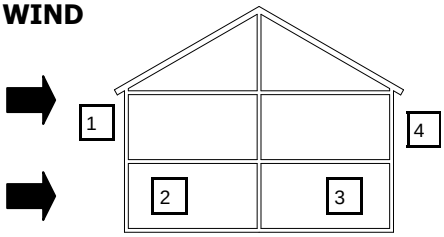




Besides the direction and force of the wind, the position of the flue and the cowl with respect to the roof of the building and the surrounding landscape is important.

The wind also influences the operation of the chimney indirectly by creating high-pressure and low-pressure zones, not only outside the building but inside as well. In rooms directly exposed to the wind **(2)**, an indoor high-pressure area can be created which can augment the draught in stoves and fireplaces, but it can be counteracted by the external high pressure if the cowl is situated on the side exposed to the wind **(1)**. On the other hand, in the rooms on the opposite side from the direction of the wind **(3)**, a dynamic depression can be created which competes with the natural thermal depression developed by the chimney, but this can be compensated for (sometimes) by locating the flue on the opposite side from the direction of the wind **(4).**

WIND



1-2 = High-pressure zones

3-4 = Low-pressure zones

IMPORTANT!

The operation of the pellet stove is noticeably sensitive to the conformation and position of the flue which is adopted.

Hazardous conditions can only be overcome by suitable setting-up of the stove carried out by qualified personnel.

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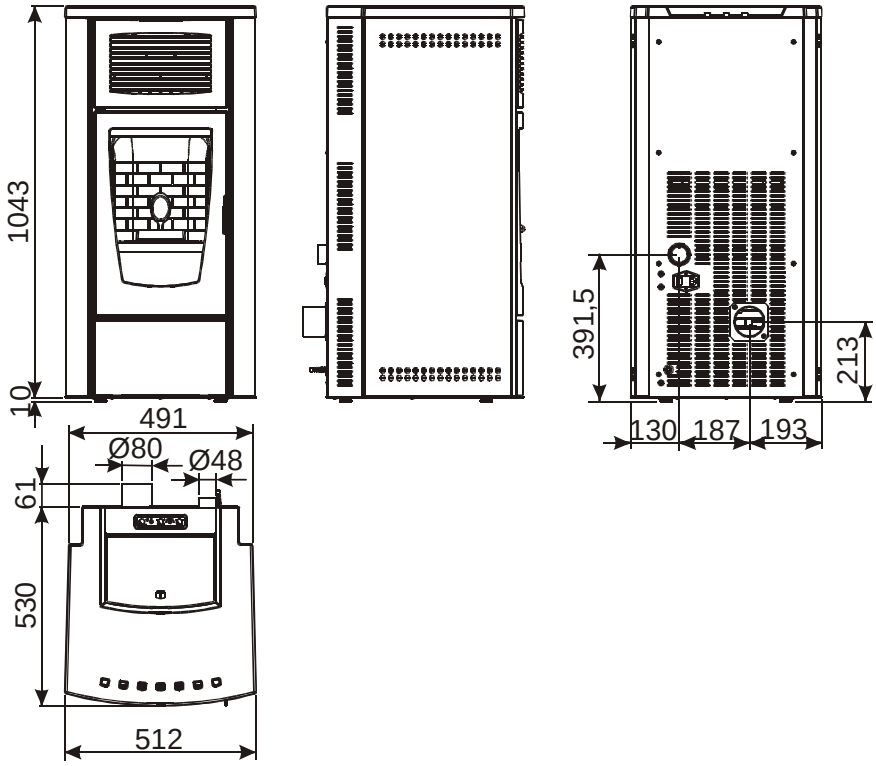
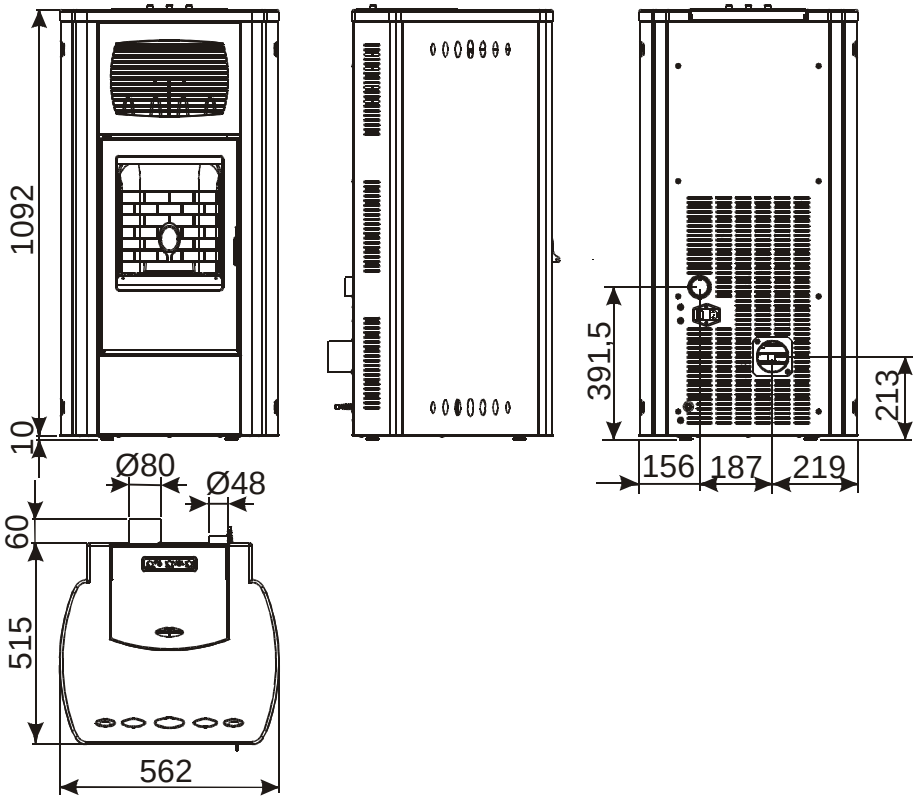
3. INSTALLATION AND ASSEMBLY

3.1. DRAWINGS AND TECHNICAL CHARACTERISTICS

3.1.1. GARDENIA/MARGHERITA Air



3.1.2. PRIMULA/ORCHIDEA Air



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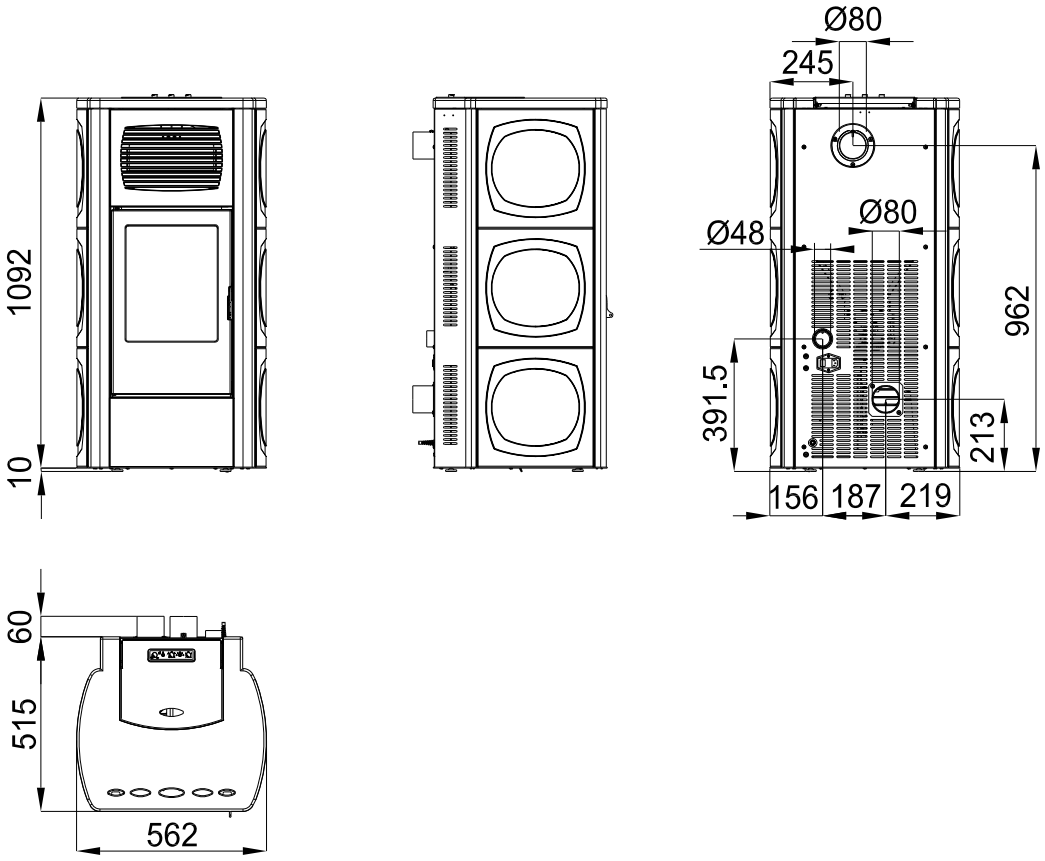
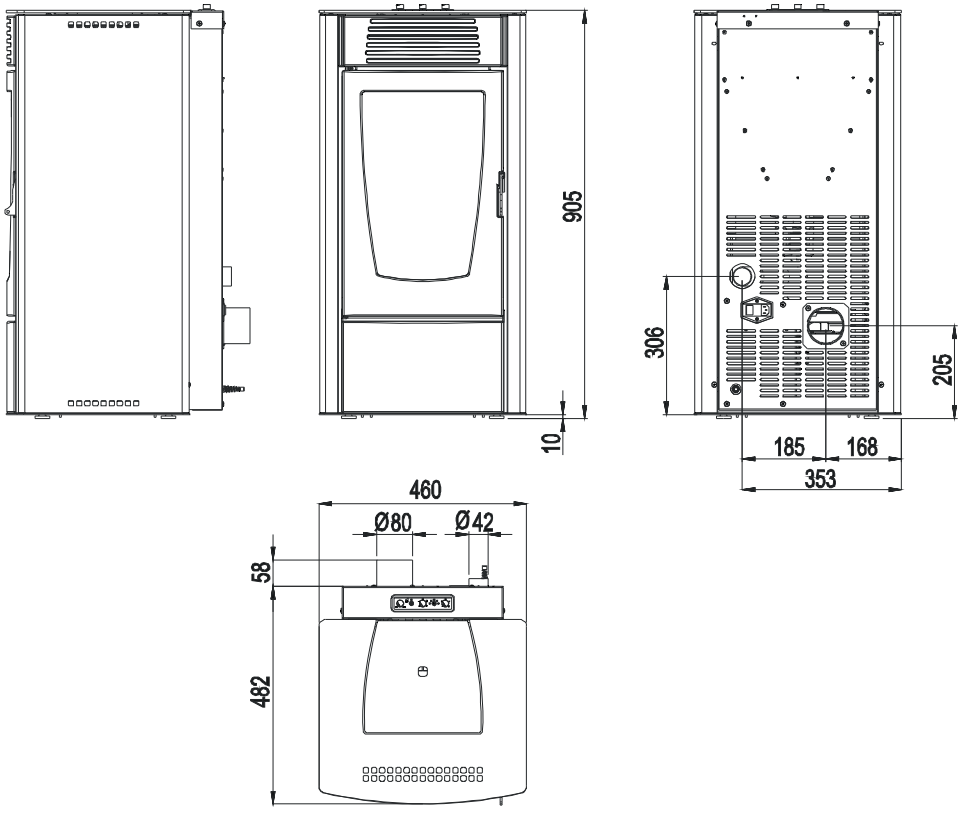
3.1.3. PRIMULA/ORCHIDEA Multiair



3.1.4. DALIA



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3.1.5. Technical characteristics

Technical characteristics	GARDENIA - MARGHERITA AIR
Overall thermal power Max.	8 kw / 6.880 kcal
Overall thermal power Min.	2,4 kw / 2.064 kcal
Yield at maximum	91,7%
Yield at minimum	94,1%
Temperature of exhaust smoke at maximum	170°C
Temperature of exhaust smoke at minimum	100°C
Dust	22 mg/Nm3 (13% O2) - 13 mg/MJ
CO at 13%O_2 at minimum and maximum	0,025 – 0,014%
CO_2 at minimum and maximum	5,7% - 8,7%
Mass of smoke at minimum and maximum	4-6,6 g/sec
Suggested draught at max power	0,10 mbar – 10 Pa
Suggested draught at min power	0,05 mbar – 5 Pa
Hopper capacity	37 liters
Fuel pellet type	Pellet diameter 6-8 mm. Length range 5-30 mm
Pellet consumption per hour	Min~0,6 kg/h* Max~1,8 kg/h*
Operating time between re-fuelling	At min~40 h* At max~13 h*
Heatable volume m^3	172/40-196/35-229/30 **
Combustion air inlet	External diameter 50 mm.
Smoke outlet	External diameter 80 mm.
Maximum absorbed electrical power	Max 420 Watt/Med 80 Watt
Power supply frequency and voltage	230 Volt / 50 Hz
Net weight	140 Kg.
Weight with packaging	150 Kg.

* Data that may vary depending on the type of pellets used.

**Heatable volume based on demand of cal/m^3 40-35-30 (respectively 40-35-30 Kcal/h for m^3)

Appliance suitable for installation in a shared flue.

Technical characteristics	PRIMULA - ORCHIDEA AIR
Overall thermal power Max.	9,5 kw / 8.170 kcal
Overall thermal power Min.	2,4 kw / 2.064 kcal
Yield at maximum	91,7%
Yield at minimum	94,1%
Temperature of exhaust smoke at maximum	180°C
Temperature of exhaust smoke at minimum	100°C
Dust	22 mg/Nm3 (13% O2) - 13 mg/MJ
CO at 13%O_2 at minimum and maximum	0,025 – 0,014%
CO_2 at minimum and maximum	5,7% - 8,7%
Mass of smoke at minimum and maximum	4,0-7,7 g/sec
Suggested draught at max power	0,10 mbar – 10 Pa
Suggested draught at min power	0,05 mbar – 5 Pa
Hopper capacity	44 liters
Fuel pellet type	Pellet diameter 6-8 mm. Length range 5-30 mm
Pellet consumption per hour	Min~0,6 kg/h* Max~2,0 kg/h*
Operating time between re-fuelling	At min~48 h* At max~15 h*
Heatable volume m^3	204/40-233/35-272/30 **
Combustion air inlet	External diameter 50 mm.
Smoke outlet	External diameter 80 mm.
Maximum absorbed electrical power	Max 420 Watt/Med 80 Watt
Power supply frequency and voltage	230 Volt / 50 Hz
Net weight	160 Kg.
Weight with packaging	170 Kg.3

* Data that may vary depending on the type of pellets used.

**Heatable volume based on demand of cal/m^3 40-35-30 (respectively 40-35-30 Kcal/h for m^3)

Appliance suitable for installation in a shared flue.

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Technical characteristics	PRIMULA - ORCHIDEA MULTIAIR
Overall thermal power Max.	11 kw / 8.170 kcal
Overall thermal power Min.	2,4 kw / 2.064 kcal
Yield at maximum	90,2%
Yield at minimum	94,1%
Temperature of exhaust smoke at maximum	190°C
Temperature of exhaust smoke at minimum	130°C
Dust	20 mg/Nm3 (13% O2) - 11 mg/MJ
CO at 13%O_2 at minimum and maximum	0,025 – 0,013%
CO_2 at minimum and maximum	5,7% - 8,6%
Mass of smoke at minimum and maximum	4,0-9,9 g/sec
Suggested draught at max power	0,10 mbar – 10 Pa
Suggested draught at min power	0,05 mbar – 5 Pa
Hopper capacity	44 liters
Fuel pellet type	Pellet diameter 6-8 mm. Length range 5-30 mm
Pellet consumption per hour	Min~0,6 kg/h* Max~2,0 kg/h*
Operating time between re-fuelling	At min~48 h* At max~15 h*
Heatable volume m^3	247/40-283/35-330/30 **
Combustion air inlet	External diameter 50 mm.
Smoke outlet	External diameter 80 mm.
Maximum absorbed electrical power	Max 420 Watt/Med 80 Watt
Power supply frequency and voltage	230 Volt / 50 Hz
Net weight	160 Kg.
Weight with packaging	170 Kg.3

* Data that may vary depending on the type of pellets used.

**Heatable volume based on demand of cal/m^3 40-35-30 (respectively 40-35-30 Kcal/h for m^3)

Appliance suitable for installation in a shared flue.

Technical characteristics	DALIA AIR
Overall thermal power Max.	6,0 kw / 5.160 kcal
Overall thermal power Min.	2,1 kw / 1.720 kcal
Yield at maximum	92,8%
Yield at minimum	94,0%
Temperature of exhaust smoke at maximum	160°C
Temperature of exhaust smoke at minimum	100°C
Dust	14 mg/Nm3 (13% O2) - 7 mg/MJ
CO at 13%O_2 at minimum and maximum	0,059 – 0,013%
CO_2 at minimum and maximum	4,1% - 8,0%
Mass of smoke at minimum and maximum	4,0-6,0 g/sec
Suggested draught at max power	0,10 mbar – 10 Pa
Suggested draught at min power	0,05 mbar – 5 Pa
Hopper capacity	20 liters
Fuel pellet type	Pellet diameter 6-8 mm. Length range 5-30 mm
Pellet consumption per hour	Min~0,5 kg/h* Max~1,45 kg/h*
Operating time between re-fuelling	At min~20 h* At max~7 h*
Heatable volume m^3	129/40-147/35-172/30 **
Combustion air inlet	External diameter 50 mm.
Smoke outlet	External diameter 80 mm.
Maximum absorbed electrical power	Max 320 Watt/Med 80 Watt
Power supply frequency and voltage	230 Volt / 50 Hz
Net weight	120 Kg.
Weight with packaging	130 Kg.3

* Data that may vary depending on the type of pellets used.

**Heatable volume based on demand of cal/m^3 40-35-30 (respectively 40-35-30 Kcal/h for m^3)

Appliance suitable for installation in a shared flue.

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3.2. PREPARATION AND UNPACK ING

GARDENIA/PRIMULA and ORCHIDEA/MARGHERITA stoves are delivered with two different types of packing:

- ✓ **GARDENIA** and **PRIMULA** stoves have one package
  - o It contains the stove and the steel sides with the profiles (Fig.1)
- ✓ The **DALIA** stove has one packaging
  - o It contains the stove as well as the steel sides and top (Fig.2)
- ✓ **ORCHIDEA** and **MARGHERITA** have 2 packages
  - o One contains the stove
  - o One contains the ceramics (fig.3). In this case there will be a single pack for the structure (the cardboard with the ceramics will be placed above the packaging with the structure)

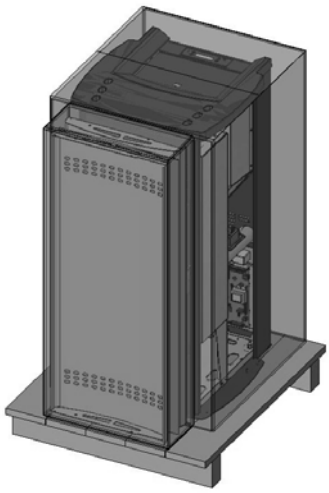

Figure 1 – Example of packaging stove + steel sides Gardenia/Primula

Open the packaging, remove the four screws that secure the base of the stove to the pallet, two to the right and two to the left (see figure 4), and position the stove in the selected place, ensuring that it is complies with the above instructions.

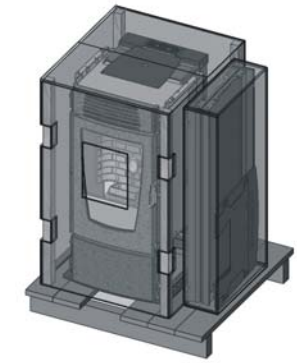

Figure 2 – Example of stove + steel sides and top packaging – Dalia stove

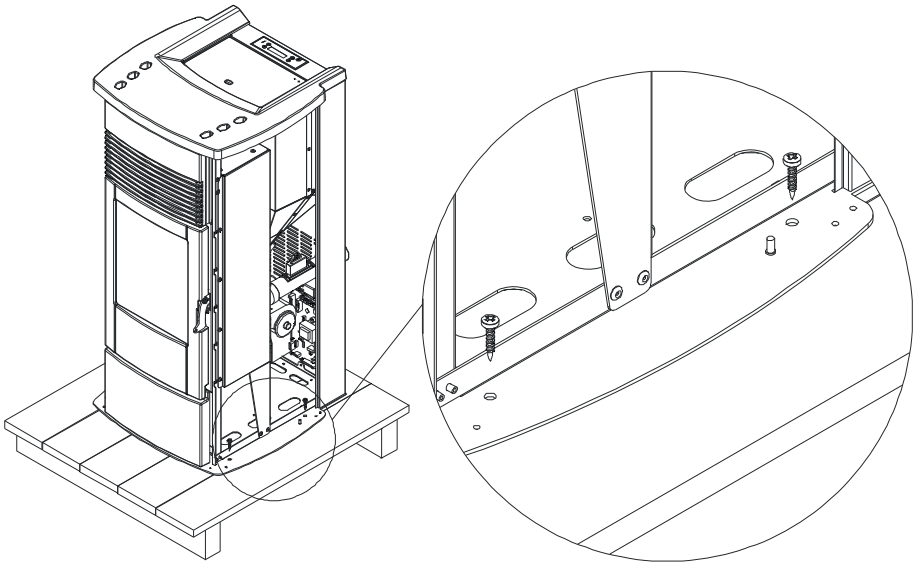

Figure 4 - Removing packaging screws

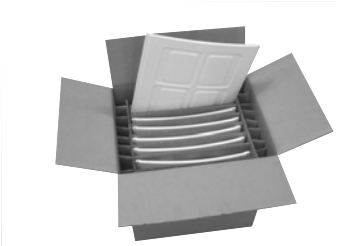

Figure 3 - Example of packing for ceramics

The stove body or unit must always be kept in a vertical position when moved, and moved only using carts. Special care must be used to protect the door and the glass from impacts that would damage them.

Moving the product must always be done with care. If possible, unpack the stove in the area where it is going to be installed.

The materials which make up the packaging are not toxic or harmful, so no special procedures for disposal by required.

Their storage, disposal or possible recycling are therefore the responsibility of the final user, in compliance with current legislation on the subject.

Do not store the stove unit or its cladding without their packaging.

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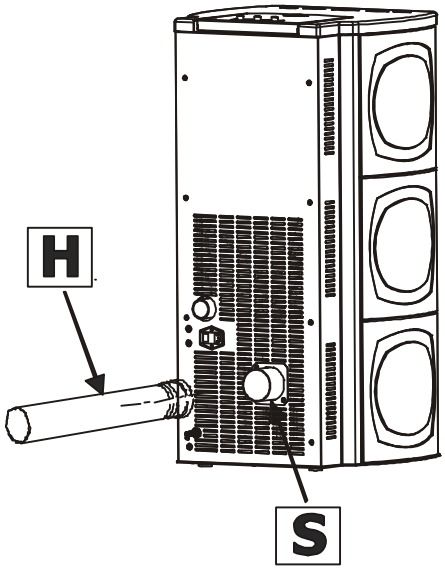
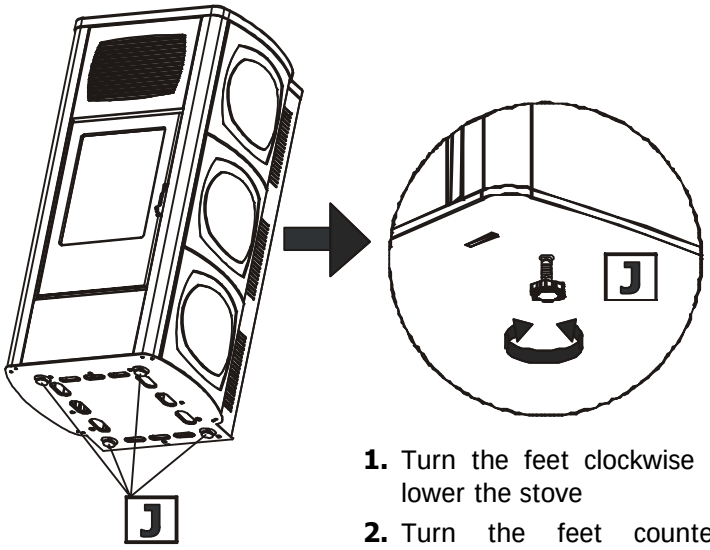
Position the stove without its cladding and connect it to the flue pipe. Use the four adjustable feet **(J)** to get the stove correctly levelled so that the smoke outlet **(S)** is lined up with the connecting pipe **(H)** . Once the operations for connection are complete, assemble the cladding (ceramics or steel sides).

If the stove needs to be connected to a discharge pipe which goes through the rear wall (to connect up with the flue), take the greatest care to make sure that the joint is not stressed.

If the smoke outlet of the stove is forced or used improperly to lift it or position it, the operation of the stove can be damaged irreparably.





1. Turn the feet clockwise to lower the stove
2. Turn the feet counter-clockwise to lower the stove

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3.3. LATERAL CLADDING ASSEMBLY

Assembly of profiles to insert steel sides (GARDENIA)

Remove, on the upper part, the cast iron top (**A**).

Take the two profiles (**B**) to be assembled on the front part of the stove (one to the right and one to the left). Make sure that the profile (**B**) at the bottom enters the hole predisposed on the base for securing purposes, and along the side enters the blade (**B1**) predisposed in the stove along its entire height. Once this operation is performed, take the piece (**C**) with the two screws (**D** and **E**) and secure the profile on the top part of the stove. The screw (**D**) must be secured on the upper sheet metal of the stove, while the screw (**E**) must be secured on the area predisposed on the profile (**B2**).

Take the side (**I**) (to reposition the slide make sure that it enters the part under the plug (**F**)) and secure it to the upper sheet metal of the stove with the two screws (**G** and **H**) provided.

In the front part it must be inserted in the housing (**B3**) of the profile (**B**).

Repeat the same operation for both sides. Reposition the cast iron top.

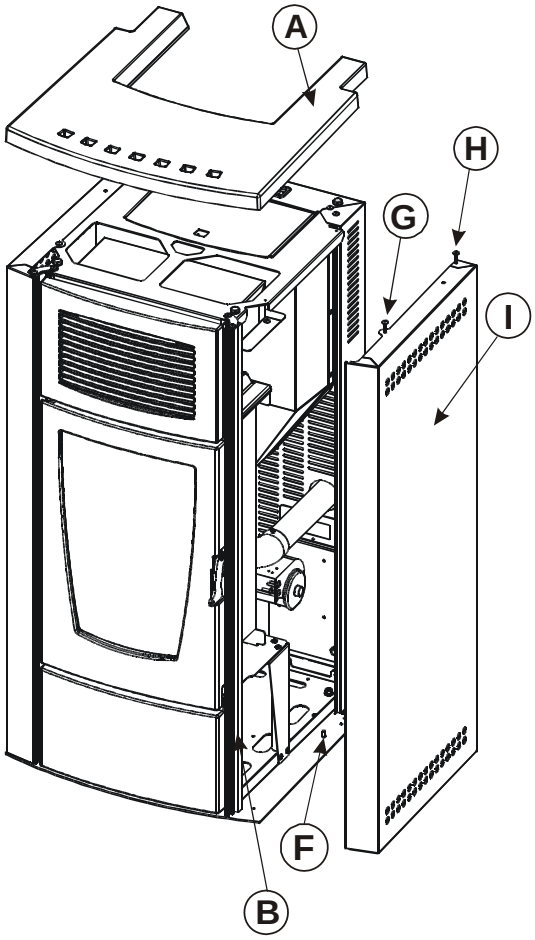
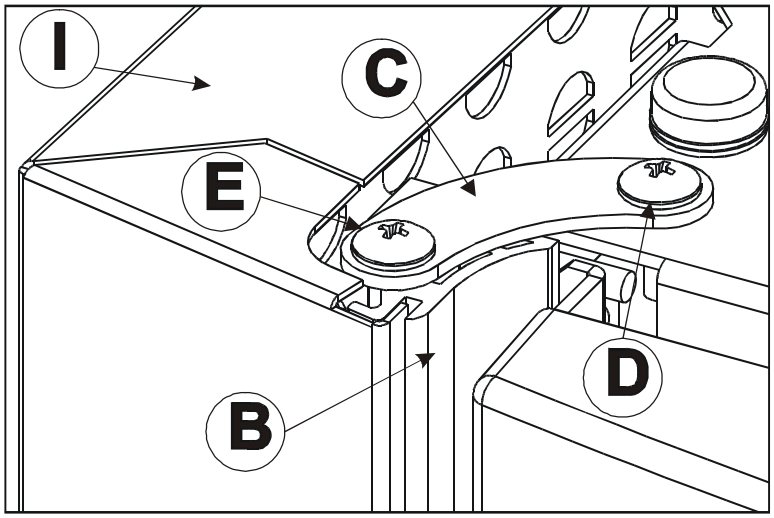
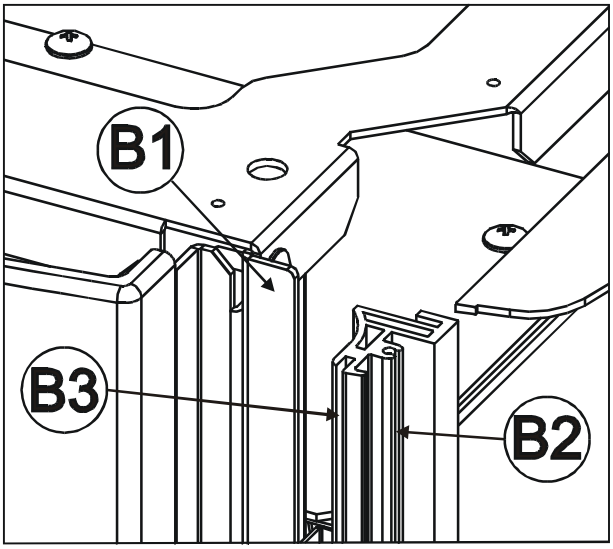


Figure 5 - GARDENIA stove sides





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Assembly of profiles to insert steel sides (PRIMULA)

Remove, on the upper part, the cast iron top (**A**).

Take the side (**B**) (pay attention that it enters in the part under the plugs (**F**) and secure it to the upper sheet metal of the stove with the bracket (**C**) and the four screws (**D**). Two screws secure the bracket (**C**) on the stove and two secure the bracket (**C**) to the side (**B**).

Repeat the same operation for both sides. Reposition the cast iron top.

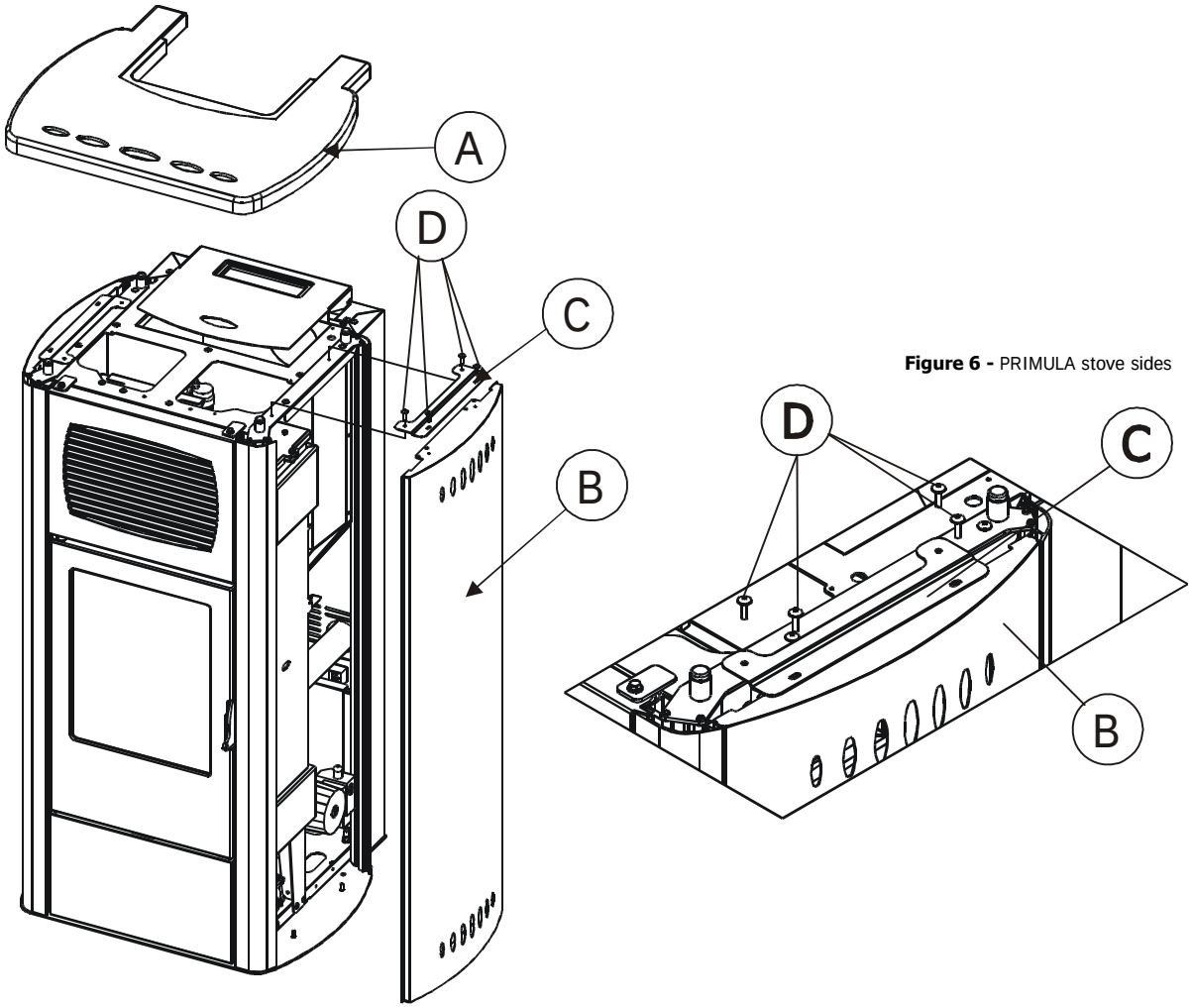

Figure 6 - PRIMULA stove sides

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Installation of steel sides (DALIA)

Take the side **"C"** (make sure the underside slots into pin **"D"**) and secure it to the top sheet of the stove using the two screws **"E** and **F"** provided.

At the rear, the side should be secured to the structure using the screw **"G"**.

Repeat the same operation for both sides. Now raise the cover **"A"** and position the steel top **"B".**

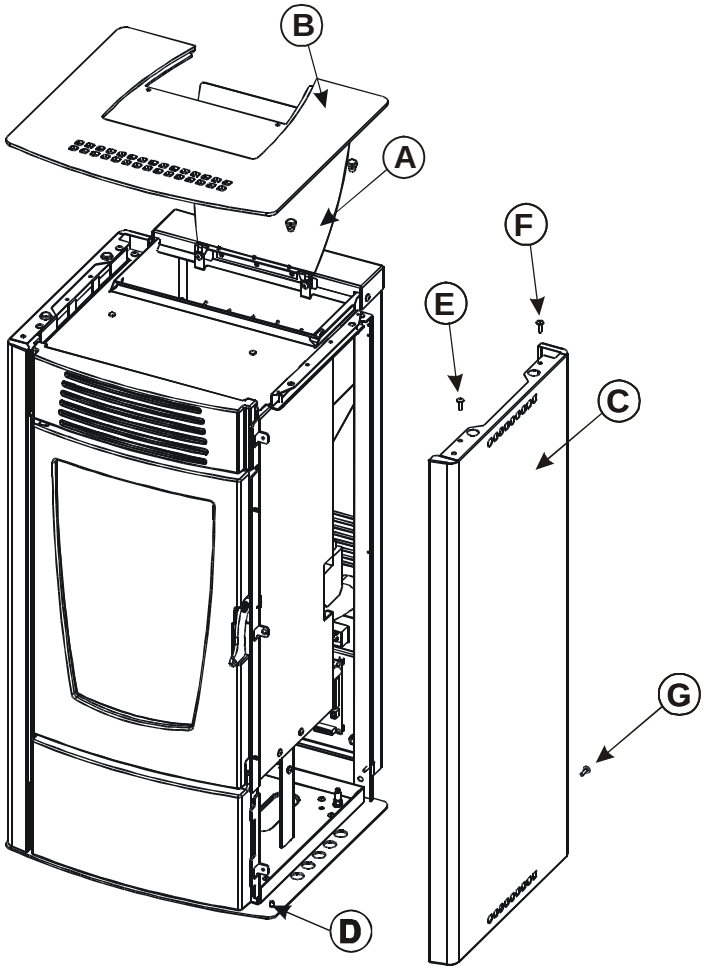

Figura 7 - Fianchi stufa DALIA

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Inserting the ceramic sides (ORCHIDEA/MARGHERITA)

Remove, on the upper part, the cast iron top (**A**).

Take the six ceramics (**B**) from the box (see page 20 section 3.2) and insert them into the profile (**C**) where the guide is, from the top downwards

Repeat the same operation for both sides. Reposition the cast iron top. (fig.8)

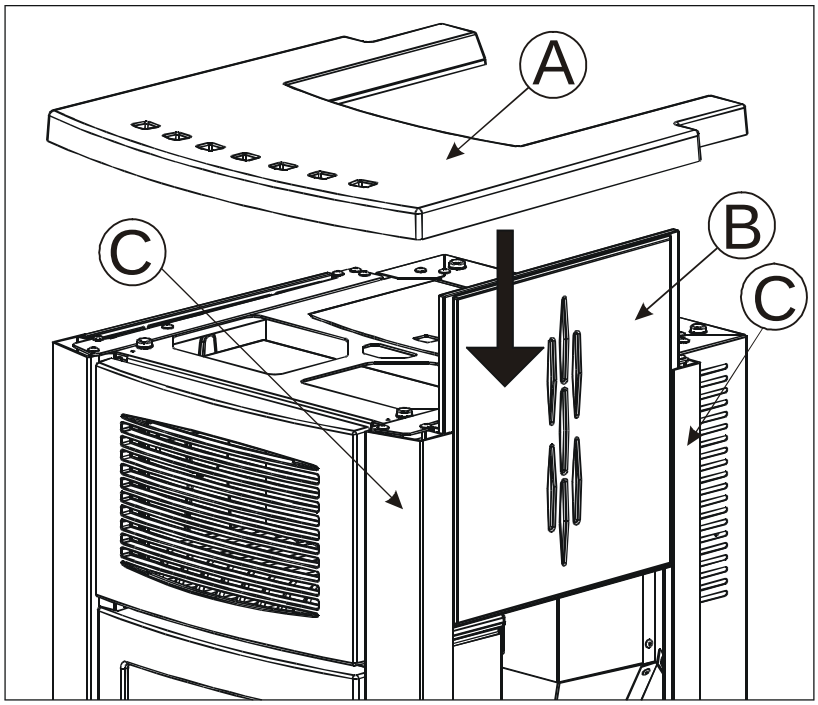

Figure 8 - MARGHERITA stove sides

We recommend the use of small velcro felt disks to apply to the tips of the ceramics to avoid contact between them.

We recommend installing the ceramics after installation of the stove is complete.

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3.4. HOT AIR DUCT CONNECTIONS FOR PRIMULA/ORCHIDEA MULTIAIR model

Once the stove is in position, you can begin installation of the hot air ducts.

First of all, select the amount of hot air that you want to come out of the front and the back of the stove.

This simple operation is performed using the mechanical lever located under the hopper cover (Figure 9). The greater the opening, the more air will be directed to the front part and less to the back, and vice versa.

For further clarity, Figure 10 shows the distribution of the hot air between the two outlets (front and rear) at maximum ventilation power and taking one duct into account.

Do not adjust the air distribution with the lever when the stove is on or without protection: DANGER OF BURNS. The metal parts near the lever can reach a temperature of up to 80°C .

Once you have adjusted the deflector, connect the rear hot air outlet flange to the ducts and the nozzle. The rear hot air outlet has a diameter of 80 mm. A pipe which is inserted in the wall must be properly insulated so that it does not lose heat and so that air outlet is silent.

In the case of a dual duct (two hot air outlet nozzles), the lengths of the pipes should be similar to distribute the air uniformly, otherwise the air will tend to flow more through the shorter or least twisted duct.

The figures (Figure 11) show a simple example of ducting, seen both from the rear and from the front of the stove.

Legend for Figure 11

A= cold air intake;

B= hot air outlet nozzle and duct

C= smoke outlet pipe

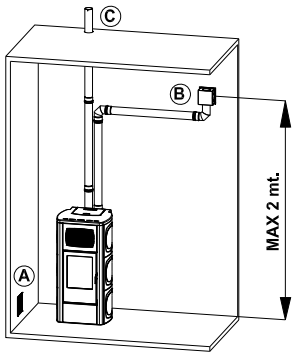


Figure 11 – Front view of air outlet system

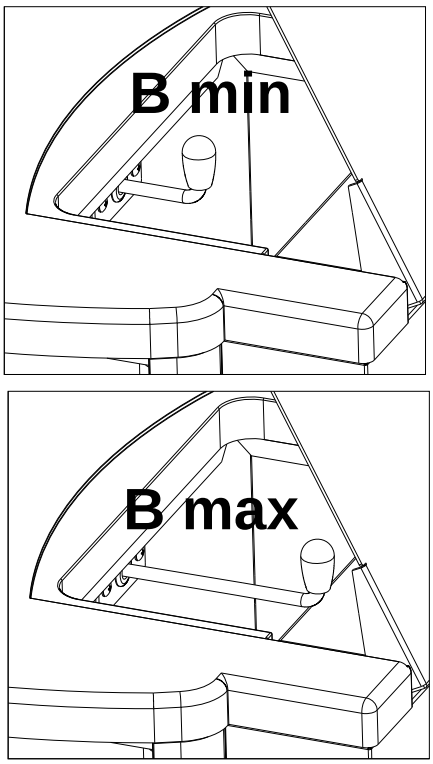
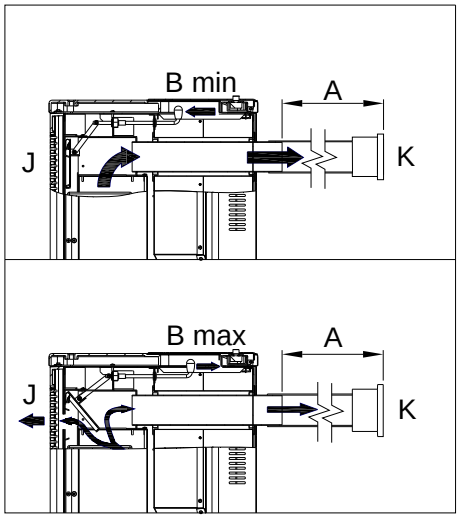


Figure 9 – Ventilation distribution adjustment (front/rear)



A	B	J	K
0 mt.	MIN	10%	90%
0 mt.	MAX	80%	20%
4 mt.	MIN	10%	90%
4 mt.	MAX	75%	25%

Figure 10 – Front/rear hot air distribution

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4. OPERATION

4.1. PRE-LIGHTING WARNINGS

Do not touch the stove during the first lighting, as it is during this phase that the paint sets. If you touch the paint, you may expose the steel surface.

If necessary, touch up the paint with the aerosol spray in the original colour (see the section "Accessories for pellet stoves").

It is good practice to provide plenty of ventilation in the room during the initial lighting, as the stove will give off a small amount of smoke and smell of paint.

Do not stay near the stove, and as previously mentioned, ventilate the room. The smoke and the smell of paint will vanish after about one hour of operation. There are no health risks involved.

The stove will be subject to expansion and contraction during the stages of lighting and cooling down, and may therefore make slight creaking noises.

This phenomenon is absolutely normal, the structure being made of sheet steel, and must not be considered a fault.

It is extremely important to be sure not to take the stove to full heat straight away, but to bring it gradually up to temperature.

If use low heating powers (for example 1^a-2^a-3^a). During subsequent use, you will be able to make use of all available heating power (e.g. 4^a-5^a), but remember not to keep the stove running on full power for more than 60-90 minutes.

In this way you will avoid damage to the ceramic panels, the welds and the steel structure.

Do not demand full heating performance straight away!

Try to get familiar with the commands given from the control panel.

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4.2. DISPLAY PANEL AND COMMANDS

4.2.1. Control panel logic

Shown below is some useful information for understanding the logic and use of the control panel:

- Knob **A** has 5 ventilation levels. The knob rotates uniformly from min to max.
- Knob **B** allows the room temperature to be regulated. The temperature ranges from a minimum of 15°C to a maximum of 30°C, also in this case the knob turns uniformly.
- Knob **C** foresees 5 levels of flame regulation (power); the key rotates uniformly.
- Key **D** allows the stove to be ignited (ON) or shutdown (OFF).
- Key **E** increases or decreases pellet load respect to the factory default value which is 0. When the stove is lit for the first time, the set setting is 0 (led in the middle), by using key **E** you increase (led to the right+1/+2) or decrease (led to the left-1/-2) the pellet load. The selected led will remain fixed orange while the stove is operational, it will go out when the stove is switched off and the last setting will stay in the memory when it is lit again.
- **Led 1** – when the stove is lit the led is green and fixed, flashing green when igniting/setting the stove and flashing yellow/orange when it is switched off; it flashes red in the case of the intervention of an alarm.
- The 5 **leds** over key **E** (0**/**-1/-2/+1/+2) also light up to signal alarms. In the event of alarm, **Led 1** will flash red, there will be an acoustic signal and the type of alarm is identified by one of the five corresponding **Leds**.

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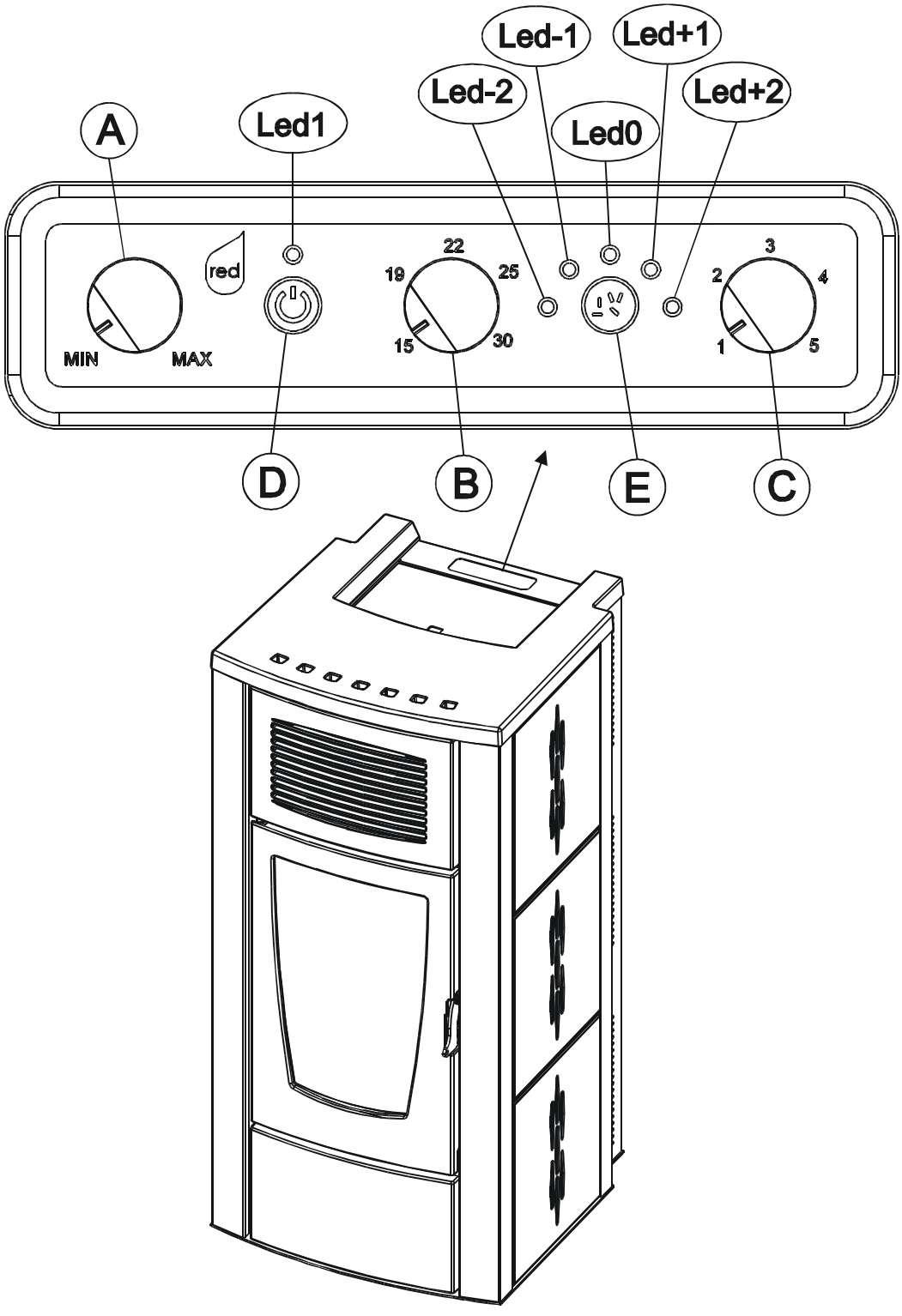

KEY

A. Ventilation regulation knob B. Temperature regulation knob C. Flame regulation knob D. Ignition and shutdown button (ON/OFF)	E. Pellet load key Led 1. Multi-colour on/off led Led -2/-1/0/+1/+2 Pellet load level or alarm signal.

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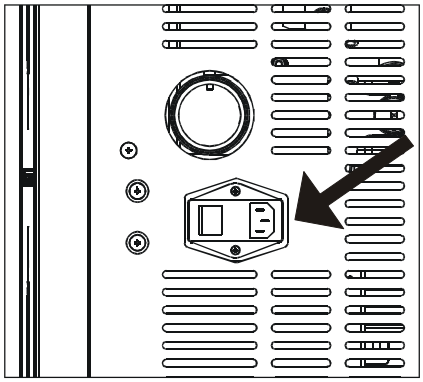
4.3. MAKING THE ELECTRICAL CONNECTIONS



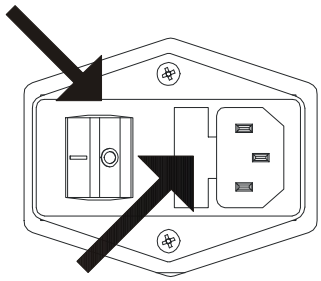
Electrical connection of the stove

Connect the supply cable first at the rear of the stove and then to an electrical outlet on the wall.

The main switch located on the rear of the stove should be switched on only when you want to light the stove.

If you do not intend to use the stove, it is advisable to keep it switched off.

4.4. STOVE POWER SUPPLY

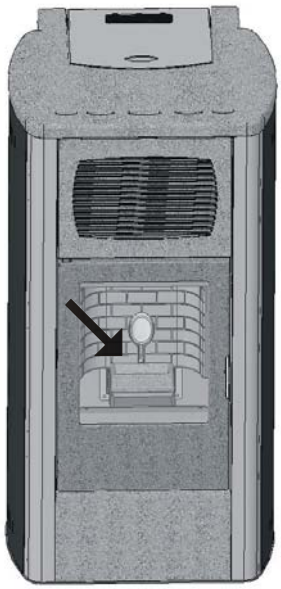


Once the power cord is connected to the rear part of the stove, place the switch, also on the rear, to position **(I).**

The lighted button of the switch will come on.

The switch located to the rear of the stove powers the system.
On the rear of the stove there is a fuse box which is located underneath the mains socket. Use a screwdriver to open the fuse box if necessary replace them (3.15 A delayed).

4.5. PRE-LIGHTING CHECK



Check that all the safety conditions described above have been met.

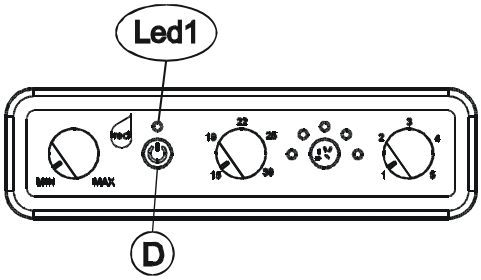
Make sure you have read and completely understood the contents of this instruction booklet.

Remove any components which might burn from the firebox and from the glass (various instructions and adhesive labels).

Check that the grate **A** is properly positioned and rests correctly on the base.

After long periods of disuse, remove from the hopper (**using a vacuum cleaner with an extension**) any remains of pellets which have lain there for some time, since they may have absorbed moisture, which changes their original characteristics and makes them unsuitable for burning.

4.6. FIRST LIGHTING



4.6.1. Ignition/shutdown using the control panel (Key D)

The stove is ignited and shutdown by **pressing key D on the control panel for 2 seconds.**

When switching on, LED 1 flashes green, whereas when the stove is lit it is fixed green.

After a start-up phase lasting about 20 minutes, the stove enters into full working order (led 1 lit with fixed green light).

Key **D** is also used to switch the stove off (see section.4.8).

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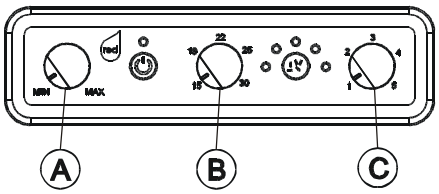
4.7. OPERATING MODE

The **GARDENIA-PRIMULA-ORCHIDEA-MARGHERITA** stoves have the following operating mode:

4.7.1. Setting room temperature (Knob B)

By using command B it is possible to set the desired temperature for the room in which the stove is installed from a minimum of 15°C to a maximum of 30°C.

When such condition is obtained the stove goes into a status corresponding to the minim values of consumption (flam and hot air fan speed at minimum, see following points), to then return to the set values when the room temperature drops below the set threshold.



4.7.2. Setting the flame power (Knob C)

Using command C the flame power is set from a minimum of 1 to a maximum of 5.
The levels of power correspond to a different fuel consumption value: by setting 5 the room will be heated in less time, setting 1 the room temperature will be maintained for a longer period of time.

The flame power setting is only effective after ignition and therefore in full working order.

4.7.3. Setting the hot air fan speed (Knob A)

Using command **A** the hot air fan speed can be regulated.

The fan starts to work when the stove has reached a default (factory setting) temperature value.

When shutting down, the speed is automatically set to the maximum to cool the stove more quickly.

4.7.4. Note on first ignition

The first attempt at ignition may not be successful, since the feeder screw is empty and it is not always able to fill the grate with required amount of pellets in time to ensure normal ignition

CANCEL THE CONDITION OF ALARM FOR FAILED IGNITION BY PRESSING KEY D FOR A FEW SECONDS (see section 4.17). REMOVE THE PELLET LEFT IN THE BURNER AND REPEAT IGNITION

After repeated attempts at lighting, if there is no flame even though pellets are flowing normally, check that the grate is correctly positioned. It must be **placed where it adheres perfectly to its housing and free of any ash incrustations**. If after this check no

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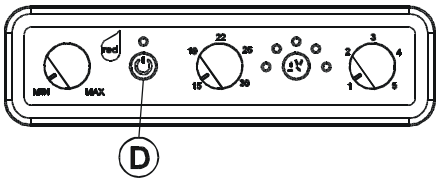
abnormalities are found, it means that there may be a problem with the stove components or that installation may not have been carried out correctly.

REMOVE THE PELLETS FROM THE BURNER AND CONTACT AN AUTHORISED TECHNICIAN.

4.8. SHUTDOWN MODE (Key D)

The stove is shutdown by pressing **key D**. From this moment a completely automatic cooling phase begins which includes the interruption of loading the fuel, cleaning the grate and the smoke discharge conduit.



Such phase may last for a variable time according to how many hours the stove has been lit and its position; during the first 10 minutes the hot air fan switches off while the smoke ejector fan will run at minimum until reaching a minimum default temperature (factory setting).

NEVER SHUTDOWN THE STOVE BY CUTTING OFF THE MAINS.

Always leave it to complete the shutdown cycle, otherwise damage could be caused to the structure, and also problems with ignition in the future.

4.9. LOADING THE PELLETS

Fuel is loaded from the upper part of the stove by opening a door. Pour the pellets in the hopper. When empty, it will hold slightly more than a 15 kg sack.

This is easier if performed in two steps:

- Pour half of the contents into the hopper and wait for the fuel to settle on the bottom.
- Then pour in the rest

Never remove the protection grille in the hopper. When filling, do not let the sack of pellets touch any hot surfaces.

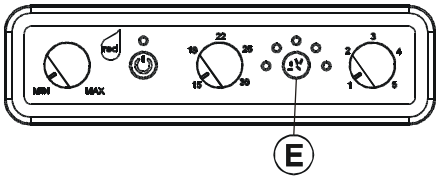
Do not place any type of fuel in the hopper other than pellets that are compliant with the specifications provided previously.

4.10. CHOOSING THE TYPE OF PELLET LOAD (Key E)

This operation allows the user to set the stove in the best way based on the type of pellet available.

This prevents fuel waste, ensures expected heating ability and protects the condition of the product.

Depending on the characteristics shown below (shape/colour/ nature of flame) and user's experience (grate too full or too empty) it is possible to use key **E**, respect to the factory default (0), to increase or decrease pellet load.



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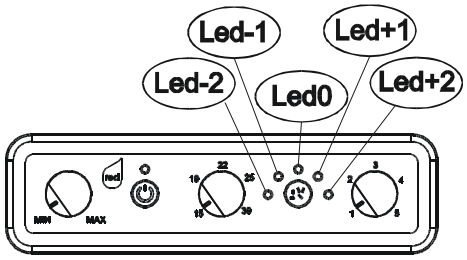
THE CHOICE OF LOAD TYPE (0 factory default, -1/-2/+1/+2) CAN BE MADE ON FIRST INSTALLATION OR EVERY TIME IT IS NECESSARY. (E.g. when you change supplier or when you notice differences in colour or size of the pellets)



4.11. VIEWING THE FLAME

In order to obtain good operation from the stove, you need to know how to "read" the flame. The characteristics that the user needs to pay attention to are the basically:

- **The shape**
- **The colour**
- **The character**

4.11.1. The shape

In normal combustion, the flame should be tapered and lively, as wide as the grate that it comes out of and with the tip roughly vertical or pushed towards the Alutec70 back of the firebox. You should have the sensation that the flame is pulled upward so that it does not beat against the glass of the door. *Fig. 1*

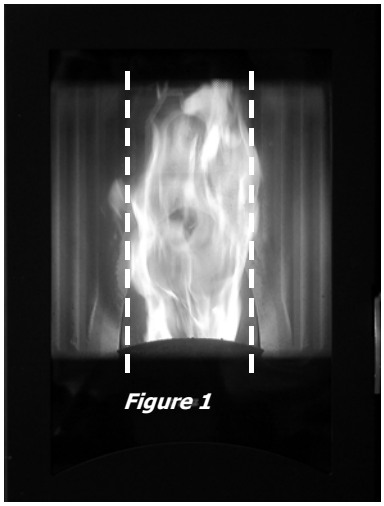


Figure 1

NORMAL COMBUSTION
Shape: Tapered, compact, vertical
Character: Lively
Colour: Yellow – light yellow - white

On the other hand a flame which at its base is bigger than the grate and has a feeble character, whose tip is not "guided", or which beats against the glass *(Fig. 2)* may be a symptom of poor setting of the fuel loading and/or smoke aspiration, or the smoke duct is obstructed or there are high pressure areas that do not allow for regular smoke outflow.

In this case you will ALWAYS have operating problems. Request assistance from specialized personnel or ask technicians for advice.

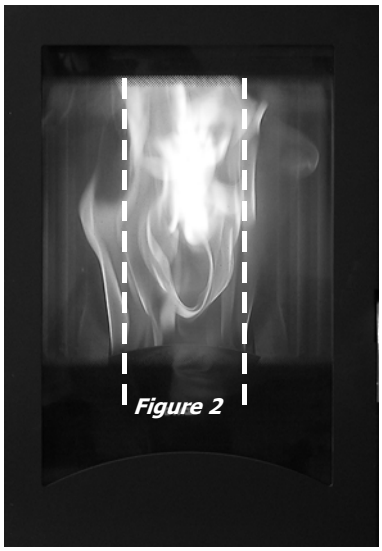


Figure 2

ABNORMAL COMBUSTION
Shape: enlarged irregular not compact
Character: Tenuous - feeble
Colour: Orange - yellow

4.11.2. The colour

The colour is in some way connected to the shape of the flame. A colour which varies between orange and yellow with a dark tip usually goes along with an enlarged flame (as previously described) which lacks oxygen or in any case indicates improper combustion. As the colour changes to light yellow-white, the shape of the flame changes, becoming thinner, showing the presence of a greater quantity of oxygen.

4.11.3. Character

Lively or feeble, this is closely connected to the shape of the flame.

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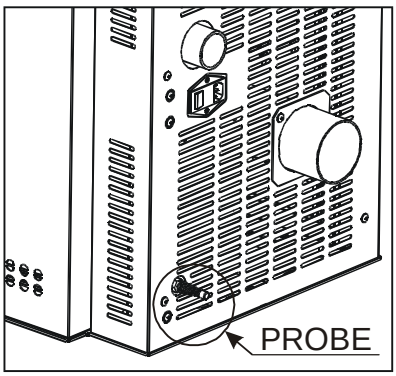
4.12. Connection to a room thermostat

The room thermostat is not included with the stove and it must be installed by a specialised technician.

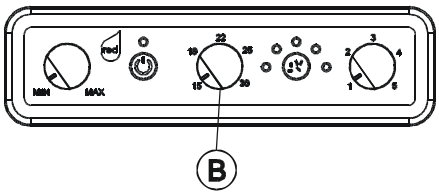
WARNING!

The electrical wires must not be in contact with the hot parts of the stove.



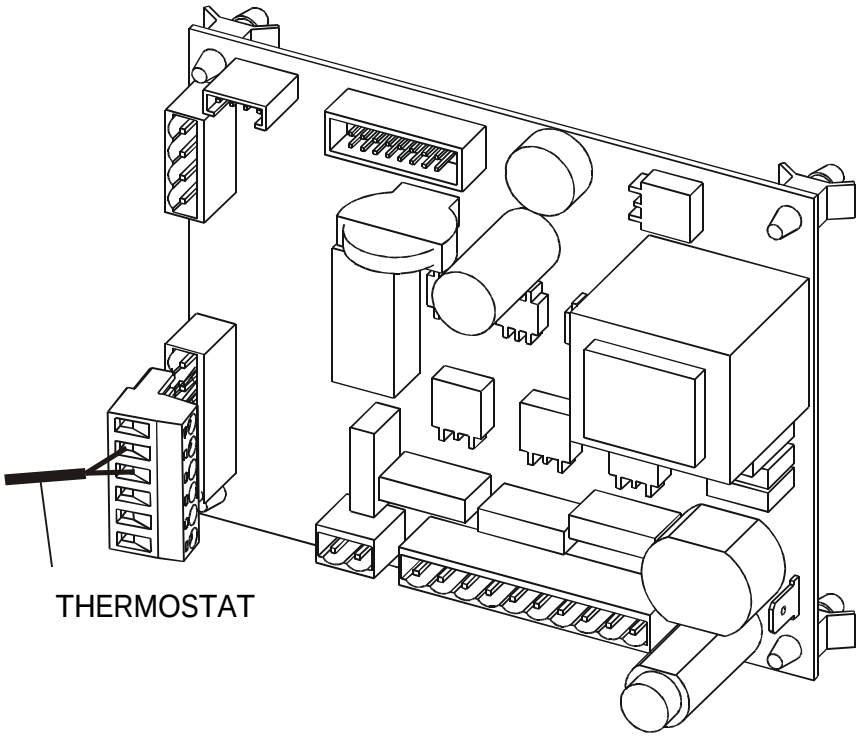
The stove can also be connected to a room thermostat. The procedure to follow for the connection of the external thermostat is the following:

- Connect the two wires of the cable which come from the room temperature to the two free terminals of the connector (**position 14** wiring diagram chap.7). To do this it is necessary to:
  - unscrew the protective cap of the probe
  - Pass the two wires through the protective cap and insert them into the hole together with the probe.
  - Pull the two wires to carry out connection to the board corresponding to terminal 14 (see chap.7)
  - Close the protective cap again.



To make the stove work according to the temperature set on the external thermostat it is necessary to bring knob (**B)** to the minimum position (15°C).

Please remember that once the temperature is reached, the stove does not switch off but automatically modulates the flame and room fan to minimum power.



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4.13. Connection to the time programmer RED (optional-accessory RED)

The time programmer is not included with the stove and its installation is to be handled by the user.

The stove does not work with other brands of time programmer.

Contact the authorised retailer.

To install the optional timer, refer to the instructions inside it.

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4.14. SAFETY DEVICES

The stove is fitted with the following safety devices:

- **MAIN STOVE POWER SUPPLY SAFETY**
  The stove is protected by a fuse which is near to the switch (I).
- **SMOKE TEMPERATURE SENSOR.**
  Monitors the temperature of the smoke, and gives permission for start-up or shuts the stove down when the smoke temperature falls below the preset value.
- **PELLET HOPPER TEMPERATURE SENSOR.**
  If the temperature exceeds the preset safety level, it immediately shuts down the running of the stove, and has to be reset, after the stove has cooled, before the it will restart.
- **ELECTRICAL SAFETY**
  The stove's electronic board is protected by a fuse. (see section.7).
- **FAILURE OF THE SMOKE EXTRACTION FAN**
  If the fan stops, the electronic board shuts off the supply of pellets in good time, and an alarm is displayed.
- **BREAKDOWN OF THE REDUCTION MOTOR**
  If the reduction motor stops, the stove continues to function until it has cooled down to the minimum level.
- **TEMPORARY POWER CUT**
  If there is a power outage during operation, when the power comes back on the stove will go into cooling mode.
- **FAILURE TO LIGHT**
  If during ignition no flame develops, the stove will go into alarm condition.

TAMPERING WITH THE SAFETY DEVICES IS PROHIBITED

It is only after eliminating the cause which gave rise to the intervention of the safety system, that it is possible to relight the stove and thus reset the automatic operation of the sensor. To understand which anomaly has occurred, consult this manual which explains what to do based on the alarm message the stove displays.

ATTENTION

If the stove is not used as described in this instruction booklet, the manufacturer refuses to accept any responsibility for damage to persons and property that may arise. The manufacturer furthermore refuses to accept responsibility for damage to persons and property arising from the failure to observe all the rules contained in the manual and in particular:

- **Failure when carrying out works of maintenance, cleaning and repair to adopt all necessary measures and precautions**
- **Tampering with the safety devices.**
- **Removing the safety devices.**
- **Failure to connect the stove to an efficient system for the discharge of smoke.**
- **Failure to check in advance that the room where the stove is to be installed is adequately ventilated.**

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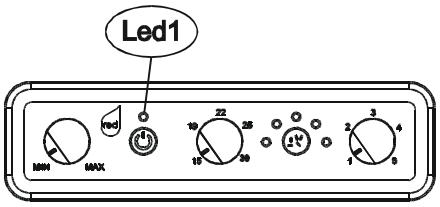
4.15. LED 1 SIGNALS DURING OPERATION

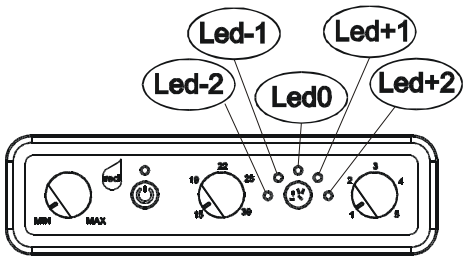
LED 1 Off: stove awaiting ignition
LED 1 Flashing green: ignition
LED 1 Fixed green: stove fully ignited
LED 1 Flashing orange: switching off
LED 1 Flashing red: alarm in progress
LED 1 Fixed red: stove switched off after alarm



In the event of shutdown following a mains cut-off **led 1** keeps flashing orange even after cooling.

4.16. ALARM SIGNALLING

In the case in which there is an operational anomaly, the stove emits a warning tone and informs the user of the type of fault that has occurred by means of the control panel.
The 5 **leds** over key**E** (0/-1/-2/+1/+2) also light up to signal alarms. In the event of alarm, Led 1 will flash red, there will be warning tone and the type of alarm is identified by one of the five corresponding Leds.
The following table describes the possible alarms signalled by the stove and some useful suggestions to solve the problem.



WARNING!
The alarm is signalled by LED1 in red plus the relative LED (-2/-1/0/+1/+2) in orange.

LED SIGNALLING	TYPE OF PROBLEM	SOLUTION
Led 2.	Fire fails to ignite	Check the level of pellets in the hopper. Check that the grate is properly inserted in its housing and does not have any obvious unburnt incrustations;
Led 1.	Fire goes out abnormally	Check the level of pellets in the hopper. Check that the grate is properly inserted in its housing and does not have any obvious unburnt incrustations;
Led 0.	Pellet hopper temperature exceeds foreseen safety limit. Structure has overheated due to reduced heat dissipation.	Wait for the end of the cooling phase, cancel the alarm and relight the stove placing the fuel load to minimum on led -2 (section 4.10) and increasing the room fan speed (knob A). If the alarm persists, contact technical support.
Led +1	Anomalous operation of smoke fan.	Check that the grate does not have visible unburnt incrustations. If the alarm persists, contact technical support.
Led +2	Smoke temperature too high or smoke probe faulty.	Wait for the end of the cooling phase, cancel the alarm and relight the stove placing the fuel load to minimum on led -2 (section 4.10) and increasing the room fan speed (knob A). If the alarm persists, contact technical support.

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4.17. Shutdown mode due to alarm

When an alarm intervenes the stove will go into the automatic cooling phase very similar to the "shutdown mode" to ensure the correct cooling and automatic cleaning of the system.
If you wish to stop the warning tone while continuing the cooling phase, simply press key (**D**): the red led will become orange, still flashing, and will go out once the factory default shutdown temperature has been reached.
The failed ignition and shutdown alarms can in most cases by cancelled, that is by pressing button D again it is possible to go to a new flame ignition phase (after having loaded pellets into the hopper).
Some alarms can be cancelled, others required the necessary intervention of a specialised technician (previous table).

4.18. Exiting alarm condition

In case of an alarm intervening, to restore the normal operation of the stove press the on/off (**D**) key for a long time. After a short verification phase if the cause that caused the alarm does not persist, the stove leaves the alarm status and it may restart.

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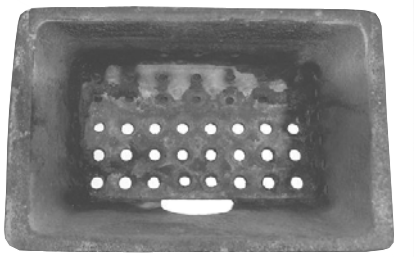
5. MAINTENANCE AND CLEANING

ATTENTION!

All cleaning of all parts must be carried out with the stove completely cold and unplugged.

The stove does not need much maintenance if used with certified quality pellets.



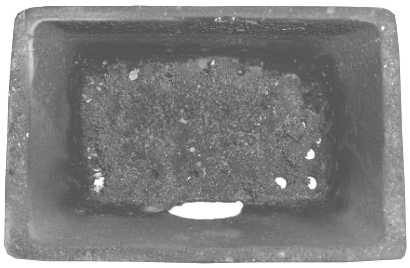
Example of clean grate

5.1. DAILY AND WEEKLY CLEANING BY THE USER

5.1.1. Before each lighting

Using a suitable tool clean the grate **"A"** of ash and any incrustation which could obstruct the passage of air.

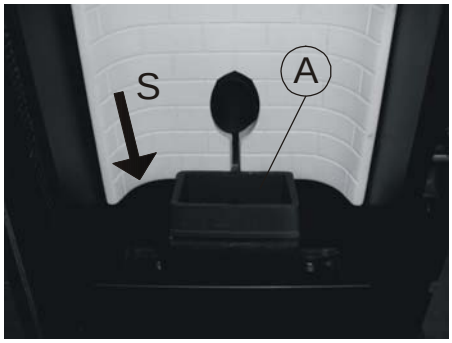
In the case of pellet depletion, unburnt pellet in the grate could accumulate in the hopper. Always empty the residuals from the grate prior to each lighting.



Example of dirty grate

REMEMBER THAT ONLY A CORRECTLY POSITIONED AND CLEAN GRATE CAN GUARANTEE THE OPTIMAL LIGHTING AND OPERATION OF YOUR PELLET STOVE.

For good cleaning of the grate, pull it completely out of its housing and thoroughly clean the grate and holes on the bottom. If you use good-quality pellets, you will normally only need to use a paintbrush to restore the perfect condition of the component. For tough incrustations, use the steel tool provided with the stove.



Cleaning the ash collection compartment

5.1.2. Check every 2/3 days

Clean compartment "**S**" around grate "**A**" from ash being careful of hot ashes.

Only if the ash is completely cold, it is possible to use a vacuum cleaner to remove it. Use a drum-type vacuum cleaner that is suitable for picking up particles of a certain size.

Experience, and the quality of the pellets used, will determine the frequency of cleaning.

It is however advisable not to let it exceed 2 or 3 days.

5.1.3. Cleaning the glass

For cleaning the ceramic glass, the use of a dry brush is recommended, or if it is very dirty, the special spray detergent, applying a small quantity then cleaning with a cloth.

Cleaning the glass

ATTENTION!

Do not use abrasive products and do not spray the cleaning product on the glass of the painted parts or on the gaskets of the fire door (ceramic fibre cord)

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5.2. PERIODIC CLEANING BY A SPECIALISED TECHNICIAN

5.2.1. Cleaning of the heat exchanger

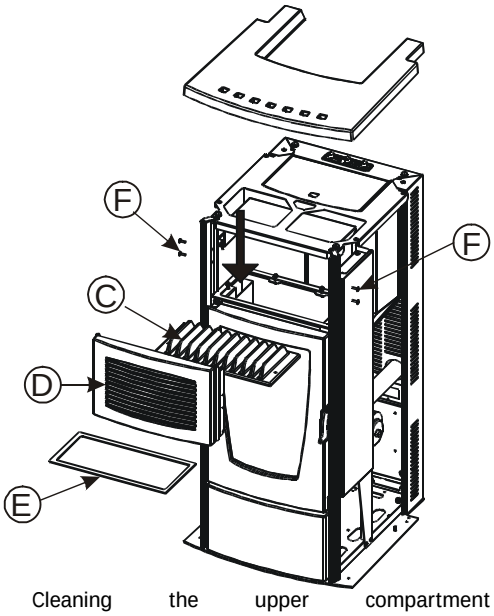
Halfway through the winter, but **especially in the spring**, you will need to clean the compartment where discharge smoke passes.

This cleaning must be done in order to remove all combustion residues before time and humidity let them harden and make them difficult to remove.

CLEANING OF HEAT EXCHANGER:

CLEANING THE UPPER COMPARTMENT GARDENIA/MARGHERITA STOVES

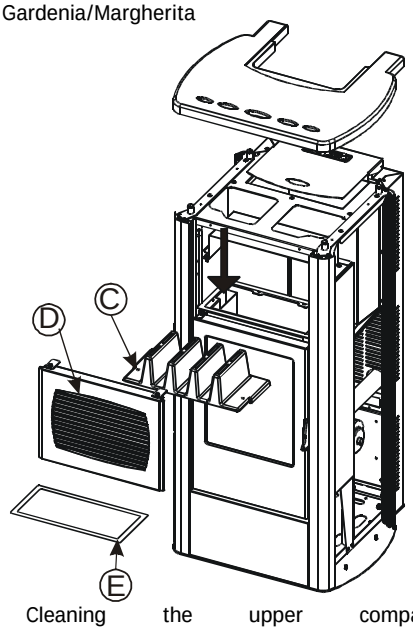
With the stove cold remove the cast iron top "A", remove the sides as indicated in. Section 3.3.
Remove the two screws to the right and left (**F**) so that it is possible to dismantle the front cast iron top (**D**).
At this point dismantle the exchanger **C** (unscrewing the screws) and access the inspection hole for cleaning (see arrow): Using a rod or a bottle cleaner, scrape the furnace walls in order to make the ash fall into the lower ash compartment. Clean and refit all the components using **a new front gasket (E).**



Cleaning the upper compartment Gardenia/Margherita

CLEANING THE UPPER COMPARTMENT ORCHIDEA/PRIMULA AIR STOVES

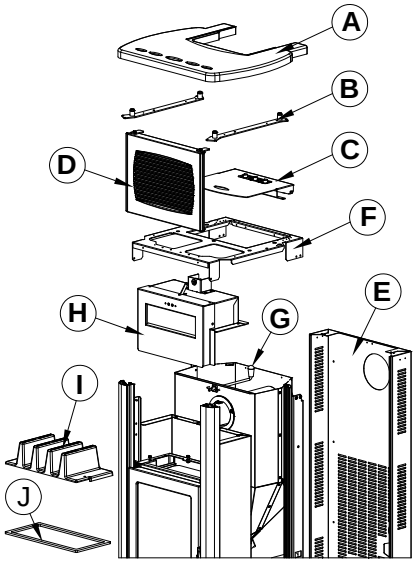
With the stove cold remove the cast iron top, remove the sides as shown in. Section 3.3.
Take out the cast iron front top (**D**) and dismantle the exchanger (**C**) (unscrewing the screws). Access the inspection hole for cleaning (see arrow): Using a rod or a bottle cleaner, scrape the furnace walls in order to make the ash fall into the lower ash compartment. Clean and refit all the components using **a new front gasket (E).**



Cleaning the upper compartment Orchidea/Primula Air

CLEANING THE UPPER COMPARTMENT ORCHIDEA/PRIMULA AIR STOVES

Unscrew the screws that block the supports of top "B" and remove the cast iron grid "D". Lift the hopper cover "C" and remove the black screws that block it to the structure. Disassemble the back "E" by unscrewing all the upper and lower screws. Remove the upper protection "F" by unscrewing the screws fastened to the hopper back and those fixed on the side uprights. Unscrew the nut located in the end fork of the adjustment lever "G" and lift the upper cladding "H" by unscrewing the black screws that secure it to the side cladding. Disassemble the exchanger "I" by unscrewing the screws that block it to the structure. Access the inspection hole for cleaning (see dotted arrow): Using a rod or a bottle cleaner, scrape the furnace walls in order to make the ash fall into the lower ash compartment. Clean and refit all the components using a **new front gasket "J".**



Cleaning the upper compartment Orchidea/Primula Multiair

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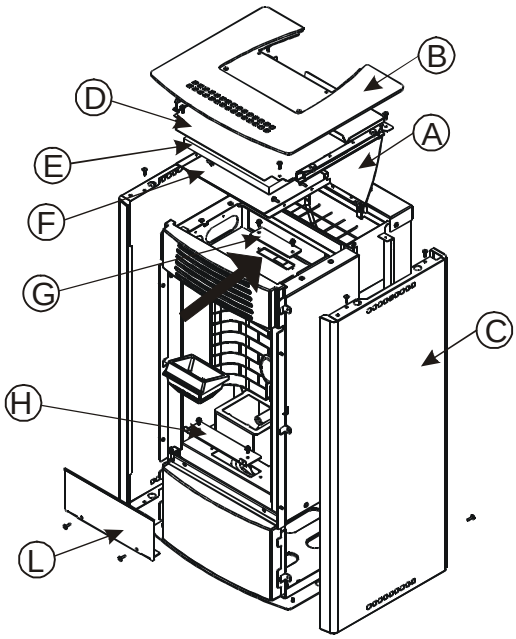
CLEANING THE UPPER COMPARTMENT - DALIA STOVE

When the stove is cold, raise the cover **"A"** and remove the steel top **"B"** which is merely resting on top of some rubbers. Next, remove the sides **"C"** as shown in Section 3.3.

Remove the other cover **"D"** which is secured to the structure by four screws (two at the front and two at the rear), then slide out the insulation panel **"E"** and remove the panel **"F"** unscrewing the two screws on the right and the two screws on the left.

The surface below features a small plate **"G"** secured with two screws. Remove this piece too and access the inspection hole for cleaning (see arrow).

Using a stiff rod or a bottle brush, scrape the inner walls of the fire box so that the ashes drop into the lower ash compartment. Clean and refit all the components.



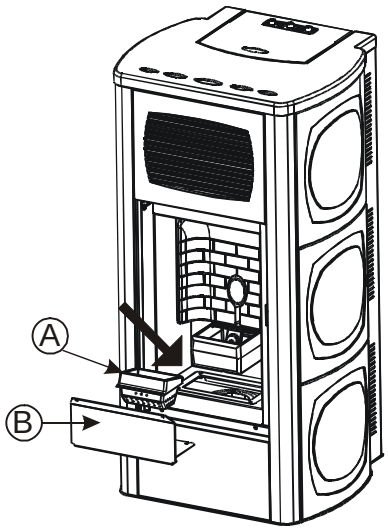
Cleaning the upper/lower compartment - Dalia stove

CLEANING THE LOWER COMPARTMENT GARDENIA/MARGHERITA AND ORCHIDEA/PRIMULA STOVES

Clean as explained in section 5 around the grate "**A**". Unscrew the 4 screws and remove cap "**B**" and with the vacuum cleaner nozzle remove the ash and the soot accumulated in the lower exchanger shown by the arrow.

CLEANING THE LOWER COMPARTMENT - DALIA STOVE

Clean as explained in section 5 around the grate "**A**". Unscrew the 2 screws and remove the plug "**L**". Then remove the plate "**H**" removing the two screws and using the a vacuum cleaner nozzle remove the ash and soot in the lower heat exchanger shown by the arrow.



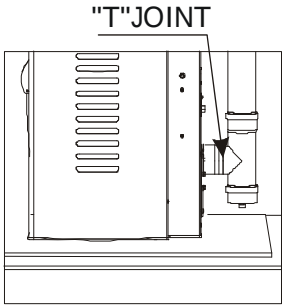
Cleaning the lower compartment - Gardenia/Margherita and Orchidea/Primula

CLEANING OF SMOKE DUCT AND GENERAL CHECKS:

Clean the smoke discharge system, especially in the area of the tee connectors, curves and any horizontal stretches of pipe.

For information on cleaning the flue pipe, contact a professional chimney sweep.

Check the seal of the ceramic fibre gaskets on the door of the stove. If necessary, order new gaskets from the retailer for replacement or contact an authorized service centre to carry out this work.



ATTENTION:

The frequency with which the smoke discharge system is cleaned should be determined based on the type of use that is made of the stove and the type of installation.

We recommend relying on an authorized service centre for end-of-season cleaning and maintenance, they will carry out all of the previously mentioned work and make a general check of the stove's components.

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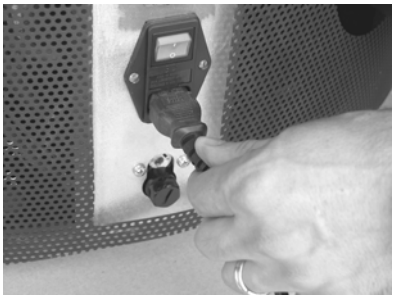
5.2.2. Shutting the stove down (end of season)

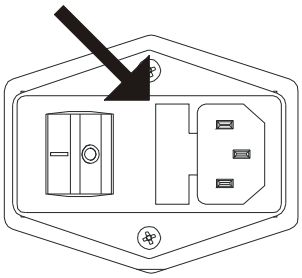


At the end of season, before shutting down the stove, we recommend completely removing pellets from the hopper with the use of a vacuum cleaner with an extension.

During periods of disuse, the stove must be unplugged and placed in a dry place protected from the elements. For greater safety, especially if there are children around, we recommend removing the supply cable from the rear of the stove.

Upon re-start, when pressing the main switch (located on the back of the stove) does not make the control panel display light up, it could mean that the service fuse needs replacing.

On the rear of the stove there is a fuse holding compartment which is located underneath the supply socket. Use a screwdriver to open the fuse-holder compartment and if necessary replace them (3.15 AT delayed)



5.2.3. Check of internal components

ATTENTION!

The check of the internal electro-mechanical components must be carried out only by qualified personnel with technical knowledge of electricity and combustion.

We recommend that an annual maintenance service is carried out, preferably under a programmed service contract. The essential part of this service is a visual and functional check on the internal components:

The following is a summary of the checks and/or maintenance tasks which are indispensable for the correct operation of the stove.

PARTS / INTERVAL	1 DAY	2-3 DAYS	30 DAYS	90 DAYS	1 YEAR
Grate	●				
Ash collection		●			
Glass		●			
Lower heat exchanger				●	
Complete exchanger					●
Smoke duct			●		
Door seal					●
Flue pipe					●

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6. PROBLEMS / CAUSES / SOLUTIONS

WARNING:

GUIDE FOR THE EXCLUSIVE USE OF THE SPECIALISED TECHNICIAN.

WARNING:

All repairs must be carried out exclusively by a specialised technician, with the stove completely cold and the electric plug pulled out.

The operations marked in bold type must be carried out by specialised personnel.

The manufacturer will not be liable and the guarantee lapses if this condition is not respected.

PROBLEM	LED	POSSIBLE CAUSES	Solutions:
The stove signals failed ignition	***Led 2.***	• The screw feeder is empty for first ignition or due to the pellets running out • The hopper is empty • **The screw feeder is blocked by foreign bodies** • **The gear motor is faulty**	• Wait for the pellet to be loaded • Fill the hopper • **Free the screw feeder from foreign bodies** • **Replace the faulty component**
The stove signals anomalous stove shutdown	***Led 1.***	• The pellet is not emitted into the combustion chamber • The fuel hopper has emptied out • Low pellet feed rate. • Unsuitable pellets. • Door open • Grate dirty • **Smoke outlet blocked** • **Gaskets worn** • **The screw feeder is blocked by foreign bodies** • **The gear motor is faulty**	• Wait for the pellet to be loaded • Fill the hopper • Increase the pellet load following the instructions in section 4.10 • Remove the unsuitable pellet from the hopper and exchange it with one recommended by the manufacturer • Check that the door is properly closed • Clear the grate of obstructions section 5 • **Clean the smoke outlet** • **Change the gaskets** • **Free the screw feeder from foreign bodies** • **Replace the faulty component**

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PROBLEM	LED	POSSIBLE CAUSES	Solutions:
The stove is signalling pellet hopper temperature over the safety limit	***Led 0.***	• Pellet load too high	• Wait for the stove to cool, re-ignite it and decrease the pellet load following the instructions in section 4.10
		• Room fan power too low	• Wait for the stove to cool, re-ignite it and increase the fan using knob A
		• **Structure has overheated due to reduced heat dissipation.**	• **Verify the correct positioning of the stove** • **Increase the smoke fan speed according to the technical manual**
		• **Room fan faulty**	• **Replace the room fan**
The stove signals anomalous operation of the smoke fan	***Led +1***	• **Impediment in fan rotation** • **Smoke fan faulty**	• **Check the reason for the impediment** • **Replace the faulty component**
The stove signals smoke temperature too high or smoke probe faulty	***Led +2***	• Pellet load too high	• Increase the pellet load following the instructions in section 4.10
		• Unsuitable pellets.	• Remove the unsuitable pellet from the hopper and exchange it with one recommended by the manufacturer
		• Room fan power too low	• Increase the fan speed using knob A
		• **Structure has overheated due to reduced heat dissipation.** • **Room fan faulty** • **Smoke probe faulty** • **Smoke outlet blocked**	• **Verify the correct positioning of the stove** • **Replace the faulty component** • **Clean the smoke outlet**
The pellets accumulate in the grate		• Pellet load too high	• Increase the pellet load following the instructions in section 4.10
		• Insufficient combustion area.	• Make sure that the combustive air inlet in the back of the stove is free from obstructions or blockages
		• Pellets damp or unsuitable.	• Remove the unsuitable pellet from the hopper and exchange it with one recommended by the manufacturer
		• Door open	• Check that the door is properly closed
		• **Smoke outlet blocked**	• **Clean the smoke outlet** • **Increase the smoke fan speed according to the technical manual**
		• **Gaskets worn**	• **Replace the faulty component**

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PROBLEM	LED	POSSIBLE CAUSES	Solutions:
The flame is weak and goes out		• The pellet hopper is emptying • Low pellet load • Unsuitable pellet	• Fill the hopper • Increase the pellet load following the instructions in section 4.10 • Remove the unsuitable pellet from the hopper and exchange it with one recommended by the manufacturer
The room fan does not stop		• The stove is cooling down • **Temperature probe faulty**	• Wait for the structure to cool • **Replace the faulty component**
The room fan is not working		• The temperature has not reached the minimum ignition limit • **The thermal protection has triggered due to fan overheating** • **Fan faulty**	• Wait for the structure to cool • **Check for any impediments in the fan rotation** • **Replace the faulty component**
The room fan is not regulated by knob A		• The stove has reached the room temperature set by knob B and automatically modulates at minimum • **Control panel faulty**	• Increase the temperature set using knob B • **Replace the faulty component**
The stove power is not regulated by knob C		• The stove has reached the room temperature set by knob B and automatically modulates at minimum • **Control panel faulty**	• Increase the temperature set using knob B • **Replace the faulty component**
No light signals on the power supply switch of the stove		• The power supply cable is unplugged • The switch is not lit on I • No voltage • **Fuse blown.**	• Connect the cable to the socket plug • Ignite the stove using switch I • Check the system • **Replace the fuses (section.4.4)**

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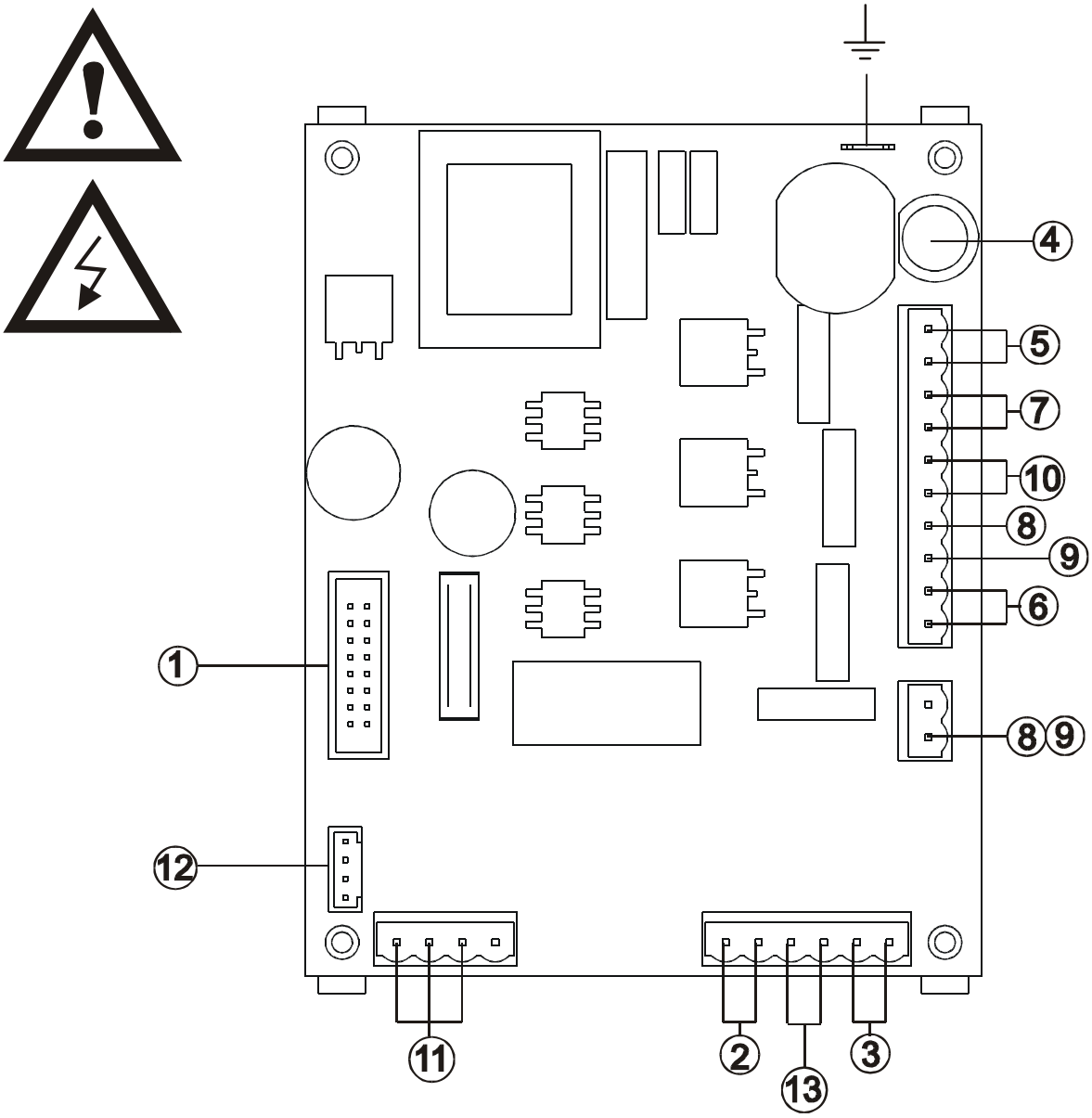
7. ELECTRICAL DIAGRAMS



MOTHERBOARD WIRING KEY

1. Control panel	8. Gear motor
2. Room probe	9. Contact thermostat
3. Smoke probe red + blue -	10. Air fan
4. Fuse	11. Smoke ejector fan revolution control white/red/black or blue
5. Switch	12. Timer-thermostat
6. Ignition plug	13. Room thermostat
7. Smoke ejector fan	

N.B. The electrical wiring of the single components includes pre-wired connectors which are of different sizes.

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